

Customer Service Associate/Representative Job Description

Position Employer: Boy Scouts of America, Last Frontier Council

Starting Compensation: \$13 per hour

Time Commitment: Monday- Friday 8:30 AM-5:00 PM

Council Website: www.scoutingrocks.tv

Last Frontier Council, Boy Scouts of America seeks an organized and friendly individual as a full-time customer support representative in our busy office.

Duties include:

- Event registration
- Answering customer questions by telephone and e-mail
- Receiving and processing paperwork
- Resolving customer issues
- Maintaining spreadsheets
- Routing telephone calls
- Using a cash register and point of sale system.

Proficiency with MS Word and Excel is essential. This person will interact with a wide variety of people every day in person, by telephone, and through e-mail. Bilingual English/Spanish speaker would be helpful.

Desired Skills:

- Proficiency with MS Word and Excel is essential.
- This person will interact with a wide variety of people every day in person, by telephone, and through e-mail.
- Bilingual English/Spanish speaker would be helpful.

How to apply:

Qualified candidates must submit cover letter and resume to Director of Support Service, Carl Hanke, carl.hanke@scouting.org.