

CUSTOMER SERVICE SPECIALIST/STORE MANAGER – Worcester, MA

As a professional Girl Scout employee, you will receive training and gain hands-on experience to build your resume, including:

- Salesforce – a leading customer relationship management (CRM) software application
- Looker – software application recently acquired by Google that supports data driven decision-making
- Leadership Development – the Girl Scout Leadership Experience is the result of 110 years of delivering age-appropriate youth development programming for girls

Girl Scouts makes a real difference in the world by helping girls prepare to be ready and resilient when things get tough, inviting them to engage in topics like:

- healthy eating and body image
- living life under a social media microscope
- social justice
- connecting with the outdoors
- learning business basics with their own Girl Scout Cookie business

As the person members and visitors first meet, or the voice they first hear on the phone, you set the tone for a helpful, pleasant, and inclusive experience. You'll become a wealth of knowledge about the Girl Scout Program and the computer applications we use. Provide phone and online support to guide customers as they register to become a member, sign up for camp and other activities, or access online training and resources.

Our Girl Scout store carries pins, badges, patches, books, uniform components, and more. We also accommodate online purchases. Help customers learn about the Girl Scout Program and the items they need to get started or, for experienced Girl Scouts, changes in program resources, new awards, special clothing and promotional items, etc. We have a small store in Worcester and one in Holyoke. You will order stock for both stores, manage inventory, and work with the finance department to establish reporting and reconciliation procedures.

English is not the primary language for some of our Girl Scout families. To best serve all communities, familiarity with the Hispanic culture and fluency in Spanish are a plus.

Starting pay is \$35,000/year and qualifications include:

- Excellent verbal and written communication skills
- Experience interacting with the public
- Commitment to social justice and inclusion
- Intermediate technology expertise
- Self-starter who can work independently and take initiative

- Commitment to service excellence and customer satisfaction
- Retail experience - POS systems, reconciliation, stocking, purchasing, displays
- Acceptable Criminal Background Check (CORI)

This position is based in our Worcester Leadership Center which is a spacious, bright new facility. The work schedule is 35 hrs/wk, Monday - Friday, 9:00 AM - 5:00 PM.

Girl Scouts provides an excellent benefits package for employees that includes:

- A positive and inclusive work environment
- Paid holidays (including Juneteenth), vacation, a paid winter break, personal and sick time
- Group health insurance plan with employer paying 75% of the premium; FSA or HSA available
- Group dental insurance plan with employer paying 50% of the premium
- Employer paid life and long-term disability insurance
- 401K plan with employer match

The Girl Scouts of Central and Western Massachusetts is an Equal Opportunity Employer.