

CUSTOMER CARE SPECIALIST - HOLYOKE

Customer Care Specialists provide a positive experience for those contacting the Girl Scouts by phone, email, online chat, or in person. Responsibilities include handling incoming calls and requests, engaging in problem-solving, and maintaining a customer database. Strong computer and communication skills are required in order to help new members and volunteers with our online registration system. A top priority at the Girl Scouts is making sure all girls and their families feel welcome. Candidates who speak Spanish fluently are preferred. The starting pay is \$15/hour.

What experiences and qualifications are key to success in the position?

If you enjoy meeting people, treat each person with respect and empathy, are passionate about connecting girls with opportunity, and have excellent customer service skills, this could be the job for you!

Specifically, we're looking for:

- Fluent Spanish speaker preferred
- Excellent communicator – able to help people with online applications
- A genuine commitment to social justice and inclusion
- Organized with strong attention to detail
- Strong computer skills and experience with MS Office applications

What does Girl Scouts of Central and Western Massachusetts provide for you?

We are a team of 35 staff members working together to build girls of courage, confidence, and character who make the world a better place! There are six people in the customer care department who are cross-trained to support each other. This position is based in our Holyoke Leadership Center which is a spacious, bright new facility.

The Girl Scouts of Central and Western Massachusetts provides an excellent benefits package for employees that includes:

- A friendly, 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

How can you apply?

We'd love to see a cover letter telling us why you think you are a good fit for this position. Please also include a resume and email your package to hr@gscwm.org. The Girl Scouts of Central and Western Massachusetts is an Equal Opportunity Employer.