

## **Retail and Customer Service Specialist**

If you can't wait to welcome the next person who walks through the door or to answer the next phone call, this job could be the one for you. The Girl Scouts of Central and Western Massachusetts is hiring a Retail and Customer Service Specialist to perform a variety of retail and pop-up shop activities. They will also help parents, volunteers, and the public with general questions and signing up to be a member or participate in a program. Strong communication skills are required, and solid computer skills help us maximize our use of technology to streamline processes and improve customer service.

The Retail and Customer Service Specialist operates the shop in an organized, efficient, and accurate manner, and provides pop-up shopping opportunities at large events, summer camps, and outlying areas. A flexible work schedule allows rotating coverage of retail operations including some evenings and Saturdays.

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 \$17/hour.

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

- Excellent communicator – verbal & written; ability to speak Spanish is desired
- Access to a reliable mode of transportation
- Work schedule flexibility
- Demonstrated computer, database, and word processing skills
- Organized with strong attention to detail
- Demonstrated ability and sensitivity working with persons of diverse backgrounds, cultures, and lifestyles

### **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!

The benefits package for employees includes:

- A friendly, positive, and inclusive work environment
- Paid holidays (including Juneteenth), vacation, 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.