

VOLUNTEER SUPPORT SPECIALIST

Holyoke, 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

Make a real difference in the world by supporting volunteers and 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

We are committed to building a robust organizational culture where diversity, equity, and inclusion are at its core. We denounce racism, violence, injustice, and inequity. We strive to ensure that ALL who engage in this community are valued and recognized, and that they find a true sense of belonging.

The purpose of the position is to retain members and support adult volunteers who deliver the program through training, mentoring, providing resources, problem solving and conflict resolution. We build partnerships with adult volunteers and Girl Scout families by regularly participating in meetings with volunteers, recognizing volunteers, and assisting with large program events.

Starting pay range is \$17 - \$21/hour; full pay range for the position is \$17 - \$25/hour.

Qualifications include:

- Fluent Spanish speaker is desired but not required
- Excellent communication skills - verbal and written

- Able to motivate people in small and large group settings
- Problem-solving, conflict resolution experience
- Commitment to social justice and inclusion
- Self-starter who can work independently and take initiative
- Confidence in new situations and meeting new people/networking
- Intermediate computer literacy
- A current driver's license and dependable transportation are required
- Acceptable Criminal Background Check (CORI & SORI)
- COVID-19 Vaccination and current booster required

Flexible work schedules (35-40 hrs/wk) allow us to meet with girls, their families and volunteers where and when they are available. Supervisors may allow occasional remote work. We reimburse for mileage and some evening and weekend work is required. This position is based in our Worcester Leadership Center.

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

- A positive and inclusive work environment
- Paid holidays (including Juneteenth) & a winter break, 3 weeks 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

Interested applicants are encouraged to submit a cover letter and resume to hr@gscwm.org.