

RETAIL AND CUSTOMER EXPERIENCE SPECIALIST - HOLYOKE

If you're the kind of person who lights up when someone walks through the door, loves variety in your day, and thrives in a mission-driven environment, this role might be your perfect fit. The Girl Scouts of Central and Western Massachusetts is seeking a Retail & Customer Experience Specialist to support our members, families, and staff through a blend of retail operations and administrative support. Starting pay range: \$18-\$22/hour depending on skill and experience.

What You'll Do

You'll spend about half your time in our Girl Scout shop or staffing pop-up shops at events and summer camps—helping families find uniforms, badges, gifts, and gear while creating a welcoming, inclusive experience. The other half of your time will support the behind-the-scenes work that keeps our organization running smoothly. A flexible schedule is essential, as this role includes rotating evening and Saturday coverage.

What Makes You a Great Fit

- **Strong communication skills**—verbal and written; Spanish fluency is a plus
- **Reliable transportation** to travel between council locations and events
- **Flexible availability**, including some evenings and Saturdays
- **Comfort with technology**—database use, word processing, and general computer proficiency
- **Highly organized** with strong attention to detail
- **Cultural competence** and sensitivity when working with people from diverse backgrounds, cultures, and lifestyles

What We Offer

Join a team of 35 passionate staff members dedicated to building girls of courage, confidence, and character who make the world a better place. Our benefits include:

- A friendly, positive, and inclusive work environment
- Paid holidays (including Juneteenth), vacation, personal, and sick time
- Group health insurance with **75% employer-paid premium** (FSA or HSA available)
- Dental and vision insurance with **50% employer-paid premium**
- Employer-paid life and long-term disability insurance
- 401(k) plan with employer match

Why This Role Matters

Every interaction you have—whether helping a new family in the shop or supporting the administrative work that fuels our mission—helps girls across Central and Western Massachusetts discover their strengths and shine.

Benefits:

- 401(k)
- 401(k) matching after one year
- Dental/Vision insurance
- Flexible schedule
- Health insurance
- Paid time off
- Parental leave