



Freeport • Lake Zurich • Oswego • Rockford • South Elgin

Retail Sales & Customer Care Specialist (Location: All)

What do our employees say about us? *"I have several years of customer service background and have found that THIS is where I belong!" "I love the fast-paced atmosphere and the energy customers bring into the store when they come to shop and gear up for a Girl Scout season or a troop meeting!"*

Consider joining our team, if you're looking for a job with great benefits, such as:

- ✓ Full-time & Part-time Positions
- ✓ Flexible Schedules
- ✓ Medical Insurance
- ✓ Dental Insurance
- ✓ Long Term Disability & Life Insurance
- ✓ Retirement Savings
- ✓ Paid Vacation, Sick Time & Holidays
- ✓ Paid Parental Leave

Plus, you'll be using your talents to invest in the next generation of strong community leaders through the Girl Scout Movement—all while getting paid!

We're looking for Retail Sales & Customer Care Specialists at our Resource Centers! This position is the key point of contact for customers, members, and the public at large, including in-person, phone, and e-mail interactions.

Hours: Full Time (37.5 hours per week) or Part Time (20 hours per week) with flexibility

Salary: Between **\$15 - \$17/hour** to start

We're looking for dedicated individuals who:

- ✓ Believe in the Girl Scout Mission of building girls of courage, confidence, and character who make the world a better place.
- ✓ Are excited to be actively involved in giving girls the knowledge, skills, attitudes, and values to become leaders in their own lives and their communities.

Interested? Daily activities would include:

- ✓ Providing support on a variety of topics including membership, girl program, camp, product sales, volunteer support and retail sales
- ✓ Documenting interactions in our Customer Relation Management system
- ✓ Handling retail sales transactions and processing payments
- ✓ Creating a welcoming, customer-centric atmosphere in the resource center
- ✓ Assisting customers in-person, on the phone, via email inquiries, and with product needs
- ✓ Working with other departments to create knowledge articles
- ✓ Supporting camp site reservation process

Skills and experience we are looking for:

- ✓ Excellent customer service
- ✓ Computer knowledge
- ✓ Willingness to learn our systems
- ✓ Flexibility in hours and locations (nights, weekends, other locations, frequent travel)
- ✓ Ability to lift 25 pounds on an occasional to frequent basis
- ✓ Call center and/or retail experience (preferred)
- ✓ High School Diploma or equivalent
- ✓ Bi-lingual preferred but not required

Ready to join our crew? Send a cover letter and resume to jobs@girlscoutsni.org. Please include the title of the position and location in the subject line. For more information, visit our website at www.girlscoutsni.org/careers.

Who are we? We are the Girl Scouts. Girl Scout membership is open to all members who accept the Girl Scout Promise and Law. Girl Scouts of Northern Illinois commits to doing all we can, using our collective power, to help create the change in our communities that is long overdue. We recognize that this is far from easy or fast work, but we are Girl Scouts—we believe in sisterhood, justice, and fairness—so we are in it for the long haul.

We will value you! In recruiting for our team, we welcome the unique contributions that you bring in terms of education, opinions, culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran's status, color, religion, disability, sexual orientation, and beliefs. We are proud to be an equal opportunity employer.