



Job Title: Girl Program Specialist
Department: Girl Program Location: Newark
Reports To: Girl Program Manager
FLSA Classification: Exempt X Non-exempt _____

Job Summary

The Program Support Specialist assist in achieving the council's overall membership and retention goals for girls by development, coordination, and delivery of quality programs, events, curricula, and related resources as driven by market needs and program grant specifications. Program Specialist is responsible for supporting and retaining adult volunteers and girl members by developing and maintaining partnerships, developing and delivering programs and resources to assist volunteers in their work with girls and providing volunteer mentoring. The Program Specialist works cross-functionally with other departments to ensure achievement of the goals of GSCB.

Essential Duties and Responsibilities

- Assists in achieving the council's membership and retention goals for girls by development, coordination and delivery of quality events, curricula, and additional resources as driven by market needs.
- Mentors adult volunteers to work with girls in assigned program-grade level area of responsibility to ensure delivery of programs and services to girls and retention goals are achieved.
- Cultivates and maintains relationships and program partnerships with community leaders, organizations, and businesses to support council's program strategies and council growth goals.
- Recruits, trains and manages volunteers for the effective delivery of program.
- Works with cross-functional teams to determine or develop innovative strategies to ensure the effective support of troop leaders and program-grade levels within service units, while ensuring consistent delivery of the Girl Scout Leadership Experience.
- Assists in ensuring program experiences are customized to meet the needs of troops and interests of girls, offered in short-term flexible format, aligns to defined outcomes, and results in membership growth and sustainability.
- Leads the development and implementation of Highest Award strategies that will result in a continual increase of girls receiving the Bronze, Silver, and Gold awards.
- Cultivates community partnerships that offer unique opportunities to meet the interest of today's girls to enhance year round program offerings and support membership and retention goals.
- Assists in the development and implementation of council plans to continually evaluate girl outcomes and program results. Prepares and coordinates budgets (including grant budgets) to ensure adherence to approved program for girls.

- Ensures that program activities are consistent with the Girl Scout mission; ensure Girl Scouts welcomes all girls and adults by embodying the Girl Scout way of diversity and inclusiveness
- Interprets and embraces the Girl Scout Leadership Experience philosophy and the council's policies, procedures and standards.
- Optimizes use of technology –Sales Force (CEI – Volunteer Systems, VTK – Volunteer Toolkit) Personify, etc.; to support customer service for volunteers.
- Monitors and provides support for problem solving and conflict resolution in a timely manner.
- Performs duties as assigned.

Competencies and areas of expertise may include:

- Interpersonal Relations - establishes rapport with others at all organizational levels; respects others; considers and responds to the needs, feelings, and capabilities of others; establishes and maintains an open dialogue with others; has demonstrated ability to market the Girl Scout value proposition through a variety of communication venues including in person, phone, and online.
- Knowledge of program design, development, and evaluation and outcomes assessment and reporting.
- Self-management and self-assurance - assesses own skills and abilities and identifies areas for improvement; willingly accepts constructive feedback; a self-starter who seeks developmental opportunities; sets and achieves goals; works independently. Has confidence to prepare for conversations and visits with potential members/customers by gathering key information and setting strong objectives to achieve successful outcomes.
- Customer Responsiveness - seeks and acknowledges the views and ideas from customers (for example, internal and external); identifies, prioritizes, and balances customer issues; takes time to answer questions and explain decisions; follows through on commitments to customers in a timely manner; maintains a commitment to continuous improvement. Demonstrates comfort in presenting the value behind solutions in a way that resonates with what is most important to the members/customers of the organization.
- Active Listening - ability to skillfully use a variety of questions and other active listening techniques to promote a robust discussion with members/customers and identify needs.
- Conflict Management – ability to anticipate, prevent, and resolve conflicts while maintaining productive working relationships (for example, with customers, vendors, or coworkers); distinguishes between disruptive conflict and constructive differences; identifies common interests to resolve differences.
- Oral and Written Communication abilities (i.e. In person, verbal, written, and/or phone); expresses ideas and facts in a clear and understandable manner appropriate for the individual or group; listens to and comprehends what others are saying; prepares organized and structured presentations; has demonstrated ability to work with a wide range of sensitive and confidential issues and communicate effectively with a diverse group of girls, volunteers, and staff.
- Project Management - formulates short and long term project goals, objectives, schedules, and priorities in line with council goals; anticipates issues, obstacles, or opportunities that may impact plans or actions; establishes courses of action for accomplishing goals while attending to and incorporating information obtained during day-to-day administrative tasks; identifies outcome measures at beginning of project.

- Technical computer skills in Sales Force (CEI – Volunteer Systems) Personify, Microsoft Office including Word, Excel, and Outlook, customer relationship management systems, and social networking.
- Volunteer Relations - understands the functions of volunteers; demonstrates flexibility to meet with volunteers; effectively delegates responsibility; monitors use of volunteers within existing constraints and guidelines; recognizes volunteer accomplishments; works effectively with volunteers.
- Judgment and Decision-Making - recognizes when immediate action is required and when sufficient information has been obtained to make a decision; supports decisions or recommendations with data and/or reasoning; defines and implements solutions to problems.

Physical Demands:

Must be able to work both in an office setting and independently and capable of lifting 25 pounds.

Direct Reports: None

Travel

- Approximately 30% travel

Education/ Experience

- Bachelor Degree in Program Design, Development and Evaluation, Volunteer Management or related field from an approved college or university. Other combinations of education and experience that demonstrate the ability to perform the duties of the position may be considered.
- Prior experience in program design and development, program evaluation and facilitation, people management, marketing, community relations, or other relevant are preferred.

The Following Requirements Apply to All Positions

- Become a registered member of the Girl Scouts of the United States of America. Have working knowledge of the Girl Scout philosophy and program, and be committed to the Girl Scout mission.
- Cope with stressors and demands that are associated with the job and/or the work environment so that acceptable and defined levels of performance and overall contribution are maintained. While all jobs involve dealing with stressors, the particular stressors may vary job to job.
- Adaptable and flexible work environment including but not limited to working additional hours (nights and weekends) as business needs may require, handling more than one task concurrently and, easily adapting to new assignments, systems, and processes.
- Possess a valid Driver’s License and have regular access to a reliable vehicle.
- Must be able to work both in an office setting and independently and capable of lifting 25 pounds.
- While all these continuing responsibilities apply to all jobs in Girl Scouts, the specific ways in which they apply, vary from job to job.

Exposures and Environment Conditions: None