



Job Title: Troop and Service Unit Support Specialist
Department: Volunteer Services Location: Newark and Salisbury
Reports To: Director Volunteer Services and Member Care

FLSA Classification: Exempt X Non-exempt _____

Job Summary

The Troop and Service Unit Support Specialist is part of a larger cross functional team providing customer care and support to established membership. The Troop and Service Unit Support Specialist is responsible for supporting and retaining adult volunteers in assigned established geographic area through implementing and sustaining excellent customer service, and by providing mentoring, developing and delivering training/resources, and developing and maintaining partnerships to assist volunteers in their work with girls. The Specialist supervises multiple volunteers in training roles, as needed. The Troop and Service Unit Support Specialist works collaboratively with members of the Girl Program Team as well as cross-functionally with other departments to ensure the achievement of GSCB adult and girl membership and retention goals.

Essential Duties and Responsibilities

- Mentors adult volunteers to work with girls to ensure delivery of programs and services to girls.
- Interprets and embraces the Girl Scout Leadership Experience philosophy and the council's policies, procedures and standards.
- Assists in the development of training/resources and marketing materials to simplify the volunteer experience with the implementation of the Girl Scout Leadership Experience.
- Accountable for meeting annual membership retention goals for girl and adult members of defined areas of responsibility. Works with cross-functional team to determine or develop innovative strategies to ensure the effective support of troop leaders and within service units.
- Manages renewal efforts in conjunction with Placement Specialists for assigned areas.
- Ensures that membership growth and retention activities are consistent with the Girl Scout mission; ensures Girl Scouts welcomes all girls and adults by embodying the Girl Scout way of diversity and inclusiveness.
- Recruits, trains and supports Service Unit Managers and partners with them to build a strong Service Unit Team.
- Serves as the main point of contact for membership area volunteers and ensures distribution of information to guide volunteers to additional support services and resources.
- Responsible for welcoming all new K-5 leaders with a personal phone call and various follow up calls or emails to ensure timely onboarding and training completion.
- Participates in leader meetings a minimum of 4 times per school year for Service Units of responsibility, (September – May).
- Monitors and provides support for problem solving and conflict resolution in a timely manner. Answers and responds appropriately to all inquiries including but not limited to email, phone, and walk in customers.

- Works in partnership with Girl and Adult Recruitment and Girl Program, to identify gaps in service within geographic area and develop a plan to ensure that our membership is reflective of the community in which we serve and to work towards a growing membership market share.
- Optimizes use of technology to support customer service for volunteers. Manages the training systems, including the Volunteer Toolkit, assessing volunteer development needs; oversee the planning, scheduling, implementation, and maintenance of training records as needed in Salesforce (CEI – Volunteer Systems).
- Coordinates the recruitment, retention, and evaluation of volunteer trainers that reflect the Council's diversity and ensure quality control of and consistency of all trainings.
- Develops, implements, manages and support adult recognition.
- Performs duties as assigned.

Competencies and Areas of Expertise May Include:

- 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; ability to coordinate multiple projects while managing conflicting priorities and deadlines; establishes courses of action for accomplishing goals while attending to and incorporating information obtained during day-to-day administrative tasks.
- Judgment and Decision-Making - recognizes when immediate action is required; recognizes when sufficient information has been obtained to make a decision; makes decisions where appropriate or refers decisions to the appropriate organizational level; makes decisions without undue delay.
- Team-Building - knows team-building techniques and processes; collaborates with others to create optimal solutions; fosters a commitment to a team approach to work; promotes partnerships between work units; collaboratively defines boundaries and outcomes of work responsibilities; shares information with others; recognizes and rewards team accomplishments; shares decision-making responsibility with team members.
- Volunteer Management - knows the procedures, tools, and legal issues associated with recruiting, selecting, supervising, and releasing adult volunteers; assigns and manages volunteers in an efficient manner; monitors use of volunteers; recognizes volunteer accomplishments.
- Technical computer skills in Sales Force (CEI – Volunteer Systems), Microsoft Office including Word, Excel, Outlook, and social networking.

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 25%
- Some evenings/weekends are required based on duties and responsibilities with attending and participating in leader meetings, and troop/service unit events

Education/Experience

- Bachelor Degree in relevant business administration/volunteer management/marketing/sales 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 volunteer management, people management, marketing, or other relevant area is 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.
- 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