

Job Title: Associate Director of Volunteer Support

Location: Newark

Department: Volunteer Support

Reports To: Director of Volunteer Engagement

FLSA: Exempt X Non-exempt

Position Summary

The Associate Director of Volunteer Support is responsible for providing leadership and management oversight to the Volunteer Support Team as they partner with Volunteers to execute on key mission delivery objectives. Supporting the execution of strategies and initiatives that drive sustainable membership growth through the recruitment and retention of Girls and Volunteers in geographic territories. In addition, the Associate Director of Volunteer Support is responsible for working collaboratively with the Associate Director of Member Care to support delivery of recruitment initiatives.

Essential Duties and Responsibilities

- Oversees daily management of Volunteer Support Specialists, ensuring that the team is delivering on key membership and support strategies, as well as adhering to defined council policies, procedures, and business practices.
- Works collaboratively with the Director of Volunteer Engagement to define and develop a comprehensive Volunteer Support strategy, that drives volunteer retention and satisfaction.
- Works in coordination with the Director of Volunteer Engagement to develop ongoing retention efforts.
- Works collaboratively with the Director of Marketing and Communications to develop and implement a local grassroots recruitment strategy across the council footprint.
- Works collaboratively with Volunteer Support Specialists to develop annual Service Unit plans of work that deliver on key mission delivery objectives; membership, onboarding, training, volunteer retention, girl program, product program, etc.
- Works collaboratively with the Director of Volunteer Engagement to define and develop a comprehensive culture of volunteer appreciation.
- Works in coordination with the Associate Director of Member Care on recruitment efforts of new girls and their placement into Troops and other experiences.
- Works collaboratively with the Director of Volunteer Engagement, to identify trends in documented member communications in order to inform the overall volunteer support strategy.
- Performs other 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 – demonstrated ability to coordinate multiple projects while managing conflicting priorities and deadlines and formulate 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; has 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.
- Marketing Knowledge - has demonstrated knowledge of the basic principles of marketing (for example, market identification and segmentation, interpretation and use of market data). Demonstrates comfort in presenting the value behind solutions in a way that resonates with what is most important to the potential members/customers of the organization.
- 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.
- Customer Responsiveness - seeks and acknowledges the views and ideas from customers; 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.
- Technical computer skills in Sales Force (CEI - Volunteer Systems), Microsoft Office including Word, Excel, Outlook, customer relationship management systems, and social networking.
- Budget Administration - understands and applies budgeting principles to accurately prepare, integrate, and report on project and/or operational budgets.

Supervisory Competencies

- Leadership - models high levels of motivation, performance, dedication, and commitment; creates, implements, and/or supports council initiatives, policies, and the corporate plan; engages, inspires, encourages, guides, and/or gains others' support toward accomplishing individual, team, council, and GSUSA goals; adapts leadership style to a variety of situations
- Management - delivers results by maximizing organizational effectiveness and sustainability; ensures people have the support and tools they need and that assigned workforce as a whole has the capacity and diversity to meet current and longer-term organizational objectives; aligns people, work, and systems with the business strategy to harmonize how they work and what they do; conscientiously assigns performance goals, offers year-round performance feedback, and conducts timely performance discussions and reviews.
- Developing Others - demonstrated ability to delegate responsibility and to work with others and coach them to develop their capabilities; provides helpful, behaviorally specific feedback to others; shares information, advice, and suggestions to help others to be more successful; provides effective coaching.

Physical Demands:

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

Direct Reports:

- Volunteer Support Specialist

Travel

- Approximately 40% travel

Education or Experience

- Bachelor's degree from an approved college or university preferred
- Prior experience in volunteer management

- Prior experience in overseeing a CRM, volunteer management, people management, or other relevant area is required

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