

<b>Job Title:</b>	Volunteer Support Specialist			<b>Location:</b>	Salisbury, MD
<b>Department:</b>	Volunteer Support			<b>Reports To:</b>	Associate Director of Volunteer Support
<b>County Served:</b>	Caroline, MD Dorchester, MD Kent, MD	Queen Annes, MD Talbot, MD		<b>Hiring Focus Area:</b>	Easton, MD Denton, MD
<b>FLSA:</b>	Exempt		Non-exempt	X	

### Position Summary

The Volunteer Support Specialist is responsible for providing exceptional member support and management oversight of Girl Scout Volunteers, specifically, Service Unit Teams and Troop Leaders. They are responsible for developing and implementing plans to retain and recruit girl and adult members within an assigned territory, supporting the organization overall membership goals. The Volunteer Support Specialist works collaboratively across all GCSB departments, to ensure volunteers are prepared to deliver a high-quality Girl Scout Leadership Experience.

### Essential Duties and Responsibilities

#### Recruitment and Retention

- Assists in achieving the Council's goals for girl and adult membership through implementing membership strategies within assigned territory, generating in increased girl and adult volunteer leads.
- Along with Member Care Specialists is accountable for localized recruitment goals facilitated through grassroots efforts, coordinating volunteers to assist.
- Partners with Member Care to design and implement a comprehensive plan for girl and adult membership growth within assigned territory by utilizing the opportunity catalog, researching market data, membership trends, and other pertinent information relevant to designated geographic areas.
- Accountable for the retention of members by organizing, implementing, and promoting girl and volunteer renewal within assigned territory.
- 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.

#### Service Unit and Troop Support

- Recruits, appoints, and mentors Service Unit Managers, partnering with them to build dynamic and successful Service Unit Team.
- Accountable for local product program management regarding trainings and daily support.
- Partners with Service Unit Manager in schedule, plan, and participate in Service Unit meetings within assigned territory.
- Manages relationships with all Juliette members within assigned territory through regular communication and ongoing engagement at the Service Unit Level.
- Responsible for onboarding and training of all new troop leaders within assigned territory.
- Mentors and supports volunteers in all facets of volunteer management including recruitment, placement, training, retention, recognition, and evaluation.

- Interprets the Girl Scout Leadership Experience, Volunteer Essentials, council policies and safety procedures to act as the primary expert in all areas of the troop pathway for the effective delivery of the Girl Scout Leadership Experience.

#### General Support

- Assists in the development of trainings, resources, and marketing materials to simplify the volunteer experience. Works with a cross-functional team to determine or develop innovative strategies to ensure the effective support of troop leaders and service units.
- Promotes volunteer trainings, girl programs, events, camp, travel, and troop volunteerism to volunteers, girls, families and community members.
- Provides support for problem solving, conflict resolution, and mediation of volunteer relationships when necessary.
- Utilizes Girl Scouts of the Chesapeake Bays Customer Relationship Management (CRM) system to provide timely, professional, quality customer service to members, volunteers, staff, partners, and other community contacts.
- 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; 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.
- 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 Microsoft Office including Word, Excel, Outlook, customer relationship management systems, and social networking.

**Physical Demands:**

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

**Travel**

- Approximately 40% travel
- Evenings/weekends are required based on duties and responsibilities with attending and participating in leader meetings, troop/service unit events, and council events.

**Education or Experience**

- Bachelor's degree in relevant business, such as, 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