

## **Sumter & Marion County**

**Supervises:** Part-time, Seasonal Blitz Recruiter

### **THE MISSION VALUE OF A COMMUNITY MANAGER**

Unite your passion for the Girl Scout mission with your ability to build meaningful relationships with volunteers and community partners. Community Managers lead the effort to make quality Girl Scout programming available to all girls in an assigned geographic territory. This person will drive membership growth through recruitment and retention strategies; lead and motivate volunteers and community partners; and ensure girls benefit from the Girl Scout Leadership Experience.

### **BRINGING THE MISSION TO LIFE**

#### **Membership Growth**

- In partnership with the Chief Field Operations Officer (CFFO), develops and implements a plan for girl and adult engagement in targeted areas to meet identified growth and retention goals. Leverages data, council resources and internal partnerships to ensure plan is representative of and relevant to the community being served. Considerations may include alignment to diversity benchmarks, language needs, and financial capacity.
- Coordinates volunteer management within the assigned area to include the orientation, placement, development, training, recognition and re-assignment.
- Ensures both service unit and troop of volunteers are engaged and supported in a way that builds a community of mission advocates.
- Builds volunteer skill and commitment through timely responses to questions, concerns or conflicts. Communication methods may include email, text, phone, virtual meetings or in-person as appropriate given the situation. Maintains high standard of the Girl Scout brand during all volunteer interactions regardless of communication method.
- Leverages the organizations' CRM (Volunteer Systems 2.0) technology platform to document and enhance the relationship with each member.
- Cultivates relationships with appropriate community leaders, organizations, educators, faith-based institutions, and businesses to support overall program efforts within targeted areas to positively impact sustainable membership growth.

#### **Program Quality & Grant Management**

- Employs data from Girl Scout Research Institute, troop leaders and other area volunteers to guide support to volunteers aimed at better ensuring all girl members receive the complete Girl Scout Leadership Experience.
- Uses knowledge and relationships of assigned territory to identify and assess program partnership and community collaboration opportunities. Transitions such leads and /or contacts to appropriate GSWCF staff members for further cultivation.
- Works with cross-functional team to determine or develop innovative techniques to ensure the effective delivery of membership & program strategies.
- Ensure troop leaders are provided basic support in regards to Volunteer Toolkit, Travel Planning & Approval, and implementation of the Girl Scout Cookie Program.
- Scans community for resources, grants and funding opportunities to support Girl Scouts in both counties. Plans, implements and reports out progress on grants and funding with GSWCF Grant Manager.

#### **Community Meeting Center Leadership**

- Create and ensure policies, protocols, and best practices are utilized effectively.
- Enable staff and volunteers. Provide staff with the tools, training and coaching that lead to success in the role.

- Engage staff and volunteers. Foster individual and team pride in achieving assigned goals and contributing to the Girl Scout mission.
- Energize staff and volunteers. Build a work environment that is motivating and respectful. Seek and deliver professional development opportunities based on the capacity and interest of the individual.

Serving the Girl Scout movement requires that all teammates are flexible and generous with their talents. We move at the speed of the girl and are committed to doing our best on her behalf. This may entail shifts in assignments, priorities and /or schedules.

### **SUCCESS TACTICS & TOOLS**

- Meeting individual and council strategic goals leading to membership growth and girl development as measured by participation in core Girl Scout activities and program outcomes.
- Shares strategies and assists CFFO with deployment of seasonal recruitment staff.
- Adherence to the work plan and best practices of the council, while raising new ideas and alternative process recommendations to the CFFO.
- Personal commitment to regulatory and council practices, such as Volunteer Essentials, Safety Activity Checkpoints, GSWCF protocols.
- Influence the ability and engagement of volunteers by oversight or participation in their training and coaching.
- Contribute to a thriving work environment by demonstrating the GSWCF Guiding Principles.

### **What you devote to the mission**

- Available to work occasional evenings and weekends.
- Apply your coursework or experience recruiting and connecting members to a mission.
- Track record motivating a team to achieve a common goal and discover their best selves.
- Pride in achieving personal and team goals.
- Motivated by the Girl Scout mission.
- Confidence and proficiency using Microsoft Office products and ideally experience using a Customer Relationship Management system such as Salesforce or our customized system, Volunteer Systems 2.0.
- Engaging communication style, verbal and written. It would be great if you speak Spanish as well.
- Reliable transportation along with documentation of required automobile insurance and safe driving record.
- To successfully perform the essential functions of this role, with or without accommodation, a person must be able to utilize basic office equipment including computers and phones. Interact with others virtually and in-person in a variety of indoor and outdoor settings. Able to transport, lift, carry and display recruitment and program materials to multiple sites.
- Preference given to candidates who live in Marion or Sumter Counties.

### **Council provided tools of the trade**

- Laptop
- Council phone or stipend
- Mileage reimbursement, in accordance with council policy
- Training on sales techniques; volunteer management; Volunteer Systems 2.0; annual strategy plans; best practices; ongoing coaching.
- Mission moments to inspire mission-driven and member-centric actions and decisions.
- A work environment that fosters and celebrates achievement, belonging and commitment.

\*If working from home, we require a private, quiet work space with high speed / stable internet connection.

GSWCF is an Equal Opportunity Employer.

Annualized Salary: \$45,000.00 plus competitive benefits package; \$46,000.00 annualized salary for employees able to conduct business effectively in English and Spanish.