

Position Description

POSITION TITLE: Chief Member Services Officer

SALARY GRADE: 3

DEPARTMENT: Member Services

FLSA: Exempt

REPORTS TO: Chief Executive Officer

DATE:

Position Summary: This position's primary responsibility is to support member satisfaction and retention, and to manage delivery of the Girl Scout program for the Council throughout the council jurisdiction, through the supervision of program, product program, troop/volunteer support, retail and customer care staff and volunteers to meet Council goals and objectives. The position will ensure that all materials, publications and presentations will provide a consistent image of the Council's commitment to Girl Scout and the community at large. The incumbent in this position will have a very strong presence in the community and will serve as one of the Council public relations figures.

Major Accountabilities:

1. Supports and retains a diversified membership program to meet the goals and objectives of the Council.
2. Hires, trains and supervises the Girl Experience Manager, Volunteer Engagement Manager, and Customer Care Manager.
3. Participates in the strategic and tactical planning processes to assist in the formulation of council goals, objectives, action steps and budget related to membership retention, program, product program, retail and customer care functions.
4. Develops annual product program and retail plans to meet council budget goals.
5. Actively promotes Girl Scouting in the community through presentation, networking and collaborative efforts.
6. Provides support and participates in the identification and implementation of council promotion and funding, including fund development, membership retention, property, and public relations.
7. Recruits, assigns, trains and provides supervision and support to staff and adult volunteers.
8. Shares responsibility for support, implementation and promotion of all areas of the council plan of work.
9. Submits accurate reports and information requested by supervisor in a timely manner.
10. Performs other duties as assigned.

Supervisory Responsibilities:

Manages supervisory employees; is responsible for the overall direction, coordination and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Position Qualifications:

Bachelor's degree in related field or experience commensurate with degree; public relations, program management, retail management; two years management experience including project management, budgeting, mentoring and staff development; strong skills and proven success in corporate planning;

excellent community cultivation and marketing skills; strong human relations skills such as leadership, networking and ability to effectively manage volunteers; demonstrated ability to successfully handle conflict resolution at all levels with a variety of people, including external customers; ability to pay close attention to detail and maintain confidentiality.

Computer literacy and technical knowledge of computer software programs such as Word, Publisher, Excel and the internet; ability to write and edit effectively; ability to communicate the written and spoken word with tact, diplomacy, and/or authority when necessary; excellent analytical and organizational skills required; well disciplined, able to meet deadlines, self-starter, able to work under pressure of many priorities and deadlines; ability to work well as a part of a team; thorough understanding of local as well as regional markets; knowledge of long-range planning process; must have highly developed interpersonal skills; excellent customer service skills; unequivocal commitment to pluralism; knowledge of the Girl Scout program preferred; ability to meet travel requirements, including night, weekend and overnight travel; valid driver's license; access to properly insured vehicle in working condition; flexibility and a good sense of humor.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, ability to read numbers, reports and computer terminals. Occasional high stress work may be required in dealing with volunteers/staff. Evening and/or weekend work is required. The job requires travel.

Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

This position description does not constitute a contract.