

Position Description

POSITION TITLE: Girl Experience Manager

SALARY GRADE: 6

DEPARTMENT: Girl Experience

FLSA: Exempt, FT

REPORTS TO: Chief Member Services Officer

DATE:

Position Summary: The Girl Experience Manager is responsible for the overall management of the Girl Experience team as they work to develop amazing opportunities for girls in a variety of settings. This position oversees the planning, managing and execution of outreach, community collaborations, council events, highest awards, outdoor program, resident camp, travel and product program. The Girl Experience Manager works in partnership with other operational and organizational functions to support organizational mission, goals and strategic priorities.

Major Accountabilities:

1. Provides strategic vision and leadership to ensure all girl experiences incorporate the Girl Scout Leadership Experience (GSLE) and the National Program Portfolio consistently in a variety of delivery methods.
2. Responsible for oversight of department case management queue.
3. Ensures all community partnerships and collaborations align with Girl Scout program outcomes, the Girl Scout brand, and the overall strategic direction of the council.
4. Collaborates regularly with the Marketing/Communications Department to develop and execute marketing strategies that promote Girl Scout program opportunities to increase registration.
5. Provides leadership in the evaluation of potential program partners to expand program offerings and to explore possible program revenue sources through partnerships.
6. Provides clear and consistent accountabilities and direction to staff teams, ensuring that ongoing coaching, feedback and staff development is managed, resulting in a high functioning team.
7. Develops and manages departmental budgets and corresponding resource allocations.
8. Provides interpretation of GSUSA initiatives and national and local trends affecting program efforts throughout the council jurisdiction.
9. Promotes and assists with Council-wide programs, activities, PR and fund development endeavors.
10. Responsible for successful implementation of all aspects of the council's product programs.
11. Performs other duties as assigned.

Supervisory Responsibilities:

Supervises the Girl Experience Specialists and Outdoor Program Specialist. 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 3-5 years' commensurate experience; demonstrated experience in supervising, training and motivating high performing teams; demonstrated ability to establish a culture of exceeding expectations and providing exceptional customer experiences; demonstrated ability to manage multiple tasks and projects; demonstrated ability to delegate responsibility and to coach others in the development of their skills and capabilities; ability to set and achieve measurable goals, objectives and benchmarks; adept at problem solving and conflict resolution; ability to align people, work and systems with business strategy and technology support; excellent communication and interpersonal skills; strong computer skills in Microsoft Office, Outlook and various applications such as Salesforce; passion for the Girl Scout Mission and the Girl Scout Leadership Experience; flexibility and a good sense of humor. Valid driver's license and access to a properly licensed and insured vehicle in working condition.

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. 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.