

# Position Description

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**POSITION TITLE:** Inside Recruiting Specialist

**SALARY GRADE:** 8

**DEPARTMENT:** Recruitment

**FLSA:** Exempt, FT

**REPORTS TO:** Recruitment Manager

**DATE:**

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**Position Summary:** The Inside Recruiting Specialist is responsible for successfully developing and executing communication strategies to convert prospective members into registered members within an assigned geographic area. The incumbent assesses skills, interests and time constraints to appoint potential volunteers to an appropriate role. She/he also provides guidance to parents/caregivers to find a Troop or pathway appropriate to their daughter's interests, grade and schedule, guiding all who are interested through the placement process to membership. This position's primary responsibilities are performed inside the office.

## **Major Accountabilities:**

1. Directly responsible for meeting individual conversion quotas in designated geographic areas.
2. Designs and implements a comprehensive plan for following up on non-converted leads and referrals (primarily through phone and email). Develops communication strategies, utilizes Sandler sales techniques.
3. Responsible for placement of adults into appropriate volunteer positions. Assesses skills, conducts background checks, assesses position duties, implements tracking mechanisms.
4. Assesses membership data within the assigned geographic area to identify specific market share and recruitment gaps. Conducts gap analysis, creates statistical reports, identifies where troops need volunteers and girls, collaborates with other staff members.
5. Owns and manages the Council's Opportunity Catalog for assigned zip code areas for purposes of troop startup and growth, working with the Outside Recruiting Specialist and existing troop leaders.
6. Responsible for effective, proactive and professional communications, customer service and follow-up to meet the needs of volunteers until they are fully approved and placed in a role.
7. Responsible for a smooth workflow in the coordination and placement of registered girls into appropriate troops or pathways.
8. Utilizes Volunteer Systems (Salesforce) to enter and maintain accurate data and records related to member placement, volunteer approval, and customer engagement.
9. Prepares a variety of status reports, including activity, follow-up and adherence to goals.
10. Serves as content expert on Girl Scout process, procedures, rules and forms related to becoming a member and/or becoming a volunteer.
11. Is cross-trained to assist and serve as back-up to outside recruiting efforts.
12. Performs other duties as assigned.

## **Position Qualifications:**

Bachelor's Degree or Associate degree in related field with at least one to two years' professional experience. Knowledge of Girl Scouting preferred.

## **Required Competencies:**

- ***Customer Responsiveness:*** Responsive to and respectful of diverse viewpoints. Identifies, prioritizes, and balances customer issues; takes time to answer questions and explain policies; timely follow-up on customer commitments.

- **Achievement Focus:** Demonstrates persistence and overcomes obstacles, measures self against standard of excellence, recognizes and acts on opportunities, sets and achieves challenging goal.
- **Communications:** Exhibits good listening and comprehension, expresses ideas and thoughts in written form, expresses ideas and thoughts verbally, keeps others adequately informed, selects and uses appropriate communication methods.
- **Marketing:** Demonstrates knowledge of the basic principles of marketing (e.g., market identification, interpretation and use of market data).
- **Self-Management and Confidence:** Takes initiative and can work independently with minimal oversight; continually reassessing own skills and identifying areas for improvement; adaptable, organized, and attentive to detail.

### **Required Skills and Abilities:**

Comfortable sitting behind the desk and working with a computer and phone for long periods of time; ability to follow a process from beginning to end – close the sale; strong oral and written communication skills; sound decision making skills; strong human relations skills; ability to motivate people in small and large group settings; superior networking and people skills; strong computer skills in Microsoft Office, Outlook and various applications such as Salesforce; flexibility and a good sense of humor; valid driver's license and access to a properly licensed and insured vehicle in working condition; ability to meet travel requirements and work a flexible schedule, including evenings and weekends in peak recruitment seasons. Occasional overnight travel as needed to conduct council business.

### **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.**