

# Position Description

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**POSITION TITLE:** Project Manager

**SALARY GRADE:** 5

**DEPARTMENT:** Data

**FLSA:** Exempt, FT

**REPORTS TO:** Chief Marketing/Communications Officer

**DATE:**

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**Position Summary:** The Project Manager is responsible for administration of the Council's Volunteer Systems (Salesforce) database and the Council's business processes through Salesforce. She/he is also responsible for evaluation methods with particular emphasis on measuring and assessing the outcomes of the Girl Scout Leadership Experience within the Council's jurisdiction.

## **Major Accountabilities:**

1. Serves as the Salesforce Administrator and primary interface with GSUSA, and ensures submission of unresolved problems to support (GSUSA or local vendor, as appropriate).
2. Collaborates with the business process owners, updates and maintains the Council's business processes and procedures, including the Standard Operating Procedures Manual (SOPM).
3. Assists departments in applying and modifying business processes, procedures and systems to new or changing needs.
4. Works with senior leadership team to identify and implement data/reporting needs related to strategic objectives.
5. Works with Recruitment teams to identify and implement data/reporting needs related to recruitment and placement strategy.
6. Provides oversight for data quality; develops standard reporting protocols and processes for generating reports.
7. Serves as a "super user" of Salesforce.
8. Manages and maintains business application support relationship with GSUSA as it relates to Salesforce.
9. Designs and conducts research and analysis studies on topics of importance to the Council and its constituencies, with particular focus on outcomes measurement and program outcomes.
10. Collaborates with other departments to create and implement data collection instruments and procedures for use with implementation of Council grants and programs.
11. Develops and manages departmental budget and corresponding resource allocations.
12. Performs other duties as assigned.

## **Supervisory Responsibilities:**

Supervises the Registration Support Coordinator and PT Volunteer Systems Assistant. 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 a related field or equivalent professional experience; minimum of three years' experience in data and analysis; proficiency in Microsoft Office Suite including Outlook, Word, PowerPoint, and Excel; knowledge of Qualtrics and Salesforce preferred; knowledge of Girl Scouting preferred.

## **Skills and Competencies:**

- Excellent technical computer skills in Microsoft Office including Word, Excel, Outlook, web-based survey tools (Qualtrics), and customer relationship management systems (Salesforce). Ability to learn new software as required.
- Ability to analyze information, reconcile numbers, and produce required statistical reports.
- Great attention to detail and has a strong commitment to accuracy.
- Ability to clearly communicate both verbally and in writing.
- Ability to organize and prioritize work while managing multiple deadlines.
- Demonstrated ability to think analytically, solve problems, and provide customer service.
- Strong project management skills.
- Strong interpersonal and communication skills, including the ability to organize complex concepts.
- Self-motivated with the ability to motivate staff.
- 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; 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.**