

Position Description

POSITION TITLE: Recruitment Manager

SALARY GRADE: 6

DEPARTMENT: Recruitment

FLSA: Exempt, FT

REPORTS TO: Chief Marketing/Communications Officer

DATE:

Position Summary: The Recruitment Manager is responsible for leading and guiding the recruitment (inside and outside) team and for overall new membership growth. In collaboration with the Marketing/Brand Manager, she/he will develop and assess comprehensive year-round plans for the recruitment and placement of new members. She/he works in partnership with other operational and organizational functions to support the organization's mission, goals and strategic priorities.

Major Accountabilities:

1. Provides strategic leadership in the recruitment of girls and adults through the development and implementation of community cultivation and marketing strategies to elevate, promote and enhance the visibility of the Girl Scout mission and program.
2. Provides strategic oversight and champions efforts related to Council strategic recruitment and conversion goals.
3. Ensures overall customer satisfaction with the recruitment and onboarding process.
4. Collaborates with appropriate council teams, including marketing, social media, data and troop support, to ensure comprehensive development and effective implementation of recruitment and placement plans.
5. Provides leadership in the placement of girls and volunteers by ensuring a smooth placement workflow into troops or other pathways.
6. Ensures an efficient collaboration and hand-off between the Outside and Inside Recruiting Specialists.
7. 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.
8. Responsible for effective collaboration with the Volunteer Systems/Outcomes Analyst to report and discuss changes and challenges in business systems in real time.
9. Responsible for oversight of department case management queue.
10. Obtains and provides appropriate reporting/data.
11. Develops and manages departmental budget and corresponding resource allocations.
12. Performs other duties as assigned.

Supervisory Responsibilities:

Supervises and manages the Recruitment (inside and outside) teams and the Volunteer Screening Coordinator. 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 Marketing, Communications, or a Sales Related field or three years' equivalent professional experience; demonstrated supervisory experience; work experience in a related field, preferably in non-profit youth organization; proficiency in Microsoft Office Suite including Outlook, Word, PowerPoint, and Excel.

Competencies:

- **Achievement Focus:** Demonstrates persistence and overcomes obstacles, measures self against standard of excellence, recognizes and acts on opportunities, sets and achieves challenging goal.
- **Judgment and Decision-Making:** Recognizes when immediate action is required and when sufficient information has been obtained to make a decision; supports decisions or recommendations with data and/or reasoning; defines and implements solutions to problems.
- **Team-Building:** Knows team-building techniques and processes; collaborates with others to create optimal solutions; fosters a commitment to a team approach to work; promotes partnerships between work units; collaboratively defines boundaries and outcomes of work responsibilities; shares information with others; recognizes and rewards team accomplishments; shares decision-making responsibility with team members.
- **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.

Supervisory Competencies:

- **Leadership:** Models high levels of motivation, performance, dedication, and commitment; creates, implements, and/or supports council initiatives, policies, and the corporate plan; engages, inspires, encourages, guides, and/or gains others' support toward accomplishing individual, team, council, and GSUSA goals; adapts leadership style to a variety of situations
- **Management:** Delivers results by maximizing organizational effectiveness and sustainability; ensures people have the support and tools they need and that the assigned workforce has the capacity and diversity to meet current and longer-term organizational objectives; aligns people, work, and systems with the business strategy to harmonize how they work and what they do; conscientiously assigns performance goals, offers year-round performance feedback, and conducts timely performance discussions and reviews.
- **Developing Others:** Demonstrated ability to delegate responsibility and to work with others and coach them to develop their capabilities; provides helpful, behaviorally specific feedback to others; shares information, advice, and suggestions to help others to be more successful; provides effective coaching.

Skills and Abilities:

- Excellent organizational skills
- Excellent interpersonal and communication skills
- Strong conflict management and conflict resolution skills
- Self-motivated with the ability to motivate staff
- Performance manager
- 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.