

Position Description

POSITION TITLE: Volunteer Engagement Manager

SALARY GRADE: 6

DEPARTMENT: Volunteer Engagement

FLSA: Exempt, FT

REPORTS TO: Chief Member Services Officer

DATE:

Position Summary: The Volunteer Engagement Manager is responsible for providing leadership and management to the Volunteer Engagement Department as they work to retain adult volunteers and girl members of the council. She/he is responsible for providing leadership in the development of innovative strategies and effective service for supporting girl and adult membership. This role is accountable for overall member satisfaction, as well as training opportunities, adult recognition, implementation of the Volunteer Toolkit, and expertise in the Girl Scout Leadership Experience. The Volunteer Engagement Manager works in partnership with other operational and organizational functions to support organizational mission, goals and strategic priorities.

Major Accountabilities:

1. Provides leadership to the Volunteer Engagement Department. Provides clear and consistent accountabilities and direction to the Volunteer Engagement Department, ensuring that ongoing coaching, feedback and staff development is managed, resulting in a high functioning team.
2. Provides direction and guidance to staff in determining and developing innovative strategies to ensure the effective support and retention of adult volunteers and girl members and that the council's membership retention goals are successfully met.
3. Develops the council's annual renewal processes and strategies.
4. Ensures the effective flow of communication between volunteers and council staff; oversees the effective brokerage and access to additional support services and resources.
5. Keeps current on product sale information and supports training and messaging that is offered to volunteers.
6. Supports girls in troops, troop volunteers, and administrative volunteers by providing excellent customer service in an effort to provide them with a positive and rewarding Girl Scout experience in all areas of the council jurisdiction.
7. Provides direction and strategy for the usage, promotion and implementation of the Volunteer Toolkit and the Girl Scout Leadership Experience for all program age levels.
8. Responsible for oversight of department case management queue.
9. Provides interpretation of GSUSA initiatives and national and local trends affecting retention efforts throughout the council jurisdiction.
10. Develops and manages departmental budget and corresponding resource allocations.
11. Promotes and assists with Council-wide programs, activities, public relations and fund development endeavors.
12. Creates training materials, policies, and procedures consistent with the organizational policies. Keeps current with educational trends and adheres to GSUSA educational guidelines for training adults.
13. Performs other duties as assigned.

Supervisory Responsibilities:

Supervises Volunteer Engagement Specialists. 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 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 experience.

Demonstrated experience in working with and providing leadership to volunteers.

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.