

Position Description

POSITION TITLE: Volunteer Engagement Specialist

SALARY GRADE: 8

DEPARTMENT: Volunteer Engagement

FLSA: Exempt, FT

REPORTS TO: Volunteer Engagement Manager

DATE:

Position Summary: The Volunteer Engagement Specialist works to ensure a quality Girl Scout experience for members in an assigned area. This position is responsible for ensuring that the council's girl and adult retention strategies are developed and implemented and that the council's retention goals are met. She/he serves as the primary support for troop and service unit volunteers within assigned geographic locations. This position oversees all facets of the member experience in their assigned area and continually works to ensure that the training and GSLE support provided is meeting the needs of members at the local level.

Major Accountabilities:

1. Directly responsible for working independently to ensure that troop leaders receive consistent and continuous support. This includes the development and promotion of troop resources, development and implementation of trainings for troop leaders, continual guidance on implementation of the Girl Scout Leadership Experience and National Program Portfolio, mediation and conflict management, tracking of troop financial/banking records, resolution of financial and banking issues, procedural and safety guidance, assistance with the use of the Volunteer Tool-Kit, annual evaluation of troop leaders, and reappoints troop leaders they deem qualified.
2. Responsible for providing direct and continuous information, guidance, procedures, and support to ensure the continuity of the Service Unit experience. Recruits Service Team members, develops and implements Service Team trainings, travels to and conducts Service Unit meetings with volunteers, conducts annual Service Team member evaluations, and reappoints Service Team members they deem qualified.
3. Responsible for the development and implementation of adult volunteer learning resources and trainings in alignment with adult learning trends and the needs of adults working within Girl Scouting. Establishes and facilitates new learning design models. Schedules adult learning opportunities and identifies the needs for additional training opportunities. Recruits and trains facilitators. Sets goals, develops budgets and fee structures, secures locations, tracks revenue and expenses, manages on-site logistics, contributes to marketing and promotional materials, analyzes safety risks and ensures usage of developed safety procedures for Girl Scout leader trainings.
4. Responsible for ensuring ongoing recognition of volunteers, locally and at the council level. Implements volunteer recognition systems. Develops and implements volunteer recognition procedures. Plans and implements volunteer recognition events.
5. Responsible for the implementation of the council's annual renewal process. Sets retention goals and tracks the effectiveness of renewal processes and campaigns. Tracks and ensures renewal of troops, adult members and girl members.

6. Keeps current on information pertinent to troop leaders. Supports training and messaging that is offered to volunteers from other departments throughout the council.
7. Performs other duties as assigned.

Position Qualifications:

Bachelor's degree or 2-4 commensurate experience.

Ability to provide an exceptional experience for our customers, with the capability of identifying the customer's needs by demonstrating superior active listening skills and patience.

Ability to exercise good judgement and discretion. Ability to make sound decisions, independently.

Demonstrated ability to effectively communicate verbally and in writing with various audiences of adults.

Excellent interpersonal and conflict management skills.

Superior time management and organization skills, with the ability to carry out a variety of responsibilities with multiple priorities and deadlines.

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.