Position Summary

Girl Scouts Heart of the South builds girls of courage, confidence, and character, who make the world a better place and provides training and support to the adult volunteers who guide them. We are passionate about girl and adult leadership development and want individuals who are confident, energetic, self-starters who love communicating and connecting with people on our team. You must be driven and be able to work in a fast-paced environment, excel when given a challenge, and adjust well to change. You must be an excellent communicator with a desire to positively impact the lives of girls and the ability to enthusiastically share the Girl Scout story.

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Our Membership Managers serve as part of the team responsible for girl and adult membership development and retention in their assigned geographic regions, as well as providing resources, support, and direction to volunteers.

Essential Duties and Responsibilities

Assist in achieving the council’s corporate goals for girl and adult membership growth through:

- Planning and initiating innovative membership recruitment and retention efforts to meet and exceed girl and adult membership goals in assigned areas
- Implementing renewal/retention campaigns and processes that may include lapsed member, individual, troop, and family memberships
- Analyzing statistical data for girl and adult membership to develop methods for recruitment, retention and expansion opportunities
- Facilitating and working with service unit managers and other volunteers to provide direction for and support the recruitment and effective management of service teams
- Directing, evaluating, developing and motivating volunteers, helping to resolve conflicts and ensuring council resources are appropriately managed
- Developing trust and credibility with volunteers and community partners by following through on projects and tasks in a timely manner
- Developing, coordinating, and implementing plans that assist volunteers in delivering a consistent, effective, high-quality Girl Scout Leadership Experience to girls, parents, and other volunteers
- Being well versed in and knowledgeable about the Girl Scout Leadership Experience, Girl Scout ways & traditions, and all other Girl Scout resources
- Ensuring volunteers obtain required training and recommend additional learning opportunities that align with volunteer interests
- Serving as Council liaison to all volunteers in assigned jurisdiction
- Providing input on and following up on the appointment, release, & reassignment of volunteers annually
- Participating in service unit meetings a minimum of 3 to 4 times a year, or as requested
- Attending troop meetings as requested and/or needed
- Optimizing the use of technology in providing support for volunteers
- Ensuring Girl Scouts is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the council
- Interpreting and ensuring compliance with all GSUSA and Heart of the South policies, safety standards and policies and procedures
- Promoting Girl Scouts and expanding the base of community support through networking, and building community partnerships
- Cultivating interest and support of key community leaders, institutions, schools, and businesses
- Remaining informed of the activities of other departments and effectively communicates changes and updates
- Representing the Heart of the South in community activities and initiatives
- Works with cross-functional teams to determine or develop innovative techniques to ensure the effective deployment of support services
- Promote and assist with Council-wide programs, activities, events, public relations and/or fund development endeavors as needed

Qualifications/Requirements
- Excellent oral and written communications skills
- Ability to network with community partners, volunteers, girls and parents
- Ability to work independently and as a member of a team
- Ability to plan and implement a multifaceted workload with minimum supervision and as a member of a team
- In-depth knowledge of the Girl Scout Leadership Experience
- Ability to work effectively with adults, girls and community groups reflective of the council’s diversity
- Ability to solve problems and make ethical decisions
- Works well under pressure and adaptable to changing working environments
- Must be willing to work flexible schedule when needed
- Must possess a high level of interpersonal and customer service skills
- Able to maintain a high level of confidentiality and make ethical decisions
- Highly organized, with superior problem resolution and analytical skills
- Able to work effectively under pressure with multiple priorities and deadlines
- Must excel in the use of the Microsoft Office Suite, G-Suite, social networking, and other web-based platforms
- Candidate must successfully pass drug screen and criminal background and credit checks

Education and Experience
- Bachelor’s degree or related experience in community organizing, volunteer management, sales and marketing
- 1 - 2 years of proven experience in volunteer management and leadership
- Experience with customer service management systems (CRM) a plus but not required

Licenses
Valid state driver’s license; some travel within the Council’s jurisdiction is required.

The minimum salary for this position is $37,000 annually.
To Apply: https://www.girlscoutshs.org/en/about-girl-scouts/careers.html

NOTE: This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as required.

Girl Scouts Heart of the South is an Equal Opportunity/ Affirmative Action Employer, we will consider applicants for all positions without regard to race, color, religion, national origin or ancestry, sex, age, disability, veteran status, or any other legally protected status under local, state, or federal law