

GIRL SCOUTS OF MICHIGAN SHORE TO SHORE

JOB POSTING

Title: Service Unit Support Manager

Reports to: Director of Volunteer Engagement and Girl Experience

Classification/FLSA Status: Regular Full-time/Exempt

Location: Grand Rapids Service Center

Salary Range: \$30,000 - \$46,000

Position Summary: The Service Unit Support staff provides volunteers with superior customer service and support. The purpose of this role is to be the point-person for local volunteer teams and ensure that first year volunteers flourish. Services will include providing resources and assistance, distributing and explaining written materials, retaining and assisting new and current leaders in acquiring leadership training and sustaining service units and troops.

Essential Duties and Responsibilities:

1. Ensure maximum retention of adult volunteers in assigned areas by supporting them in their role as leaders through education and superior customer support.
2. Accountable for meeting or exceeding an annual membership goal for girl and adult members.
3. Mentors service unit teams to work effectively with girls and adult volunteers in assigned geographic areas to ensure delivery of program and services to girls.
4. Establishes the appropriate volunteer support team to meet goals by selecting, appointing, and supervising service unit volunteers in assigned geographic areas.
5. Attends meetings to provide supervision and direction to administrative volunteers in assigned geographic areas by interpreting Girl Scouts of the USA and council policies, standards, and procedures and by directing volunteers to additional support services.
6. Supports the council's volunteer management system including financial reporting, recruitment, screening, selection, placement, development training, recognition, and re-assignment of service unit volunteers.
7. Identifies the need for and provides timely problem solving and conflict resolution support/intervention when appropriate.
8. Optimizes the use of technology (volunteer systems) in providing customer service support for volunteers.
9. Serves as the main point of contact for service unit volunteers and acts as a broker to distribute information to council staff and to guide volunteers to additional support services and resources.
10. Other duties as assigned.

Qualifications:

1. Bachelor's degree in related field or equivalent education or work experience required
2. Demonstrated ability and sensitivity working with youth and persons of diverse backgrounds, cultures, lifestyles.
3. Experience in supervision and management of volunteers.
4. Strong written, oral, and interpersonal communication skills, including public speaking and networking skills required.
5. Ability to work independently with minimal oversight, take initiative, self-managed and thrive in fast-paced environment is essential.
6. Ability to effectively manage multiple projects with conflicting priorities while meeting deadlines is essential.
7. Highly developed people and project management skills, with demonstrated ability to build relationships.
8. Experience using customer management systems, Salesforce experience desired.
9. Ability to lift 20-25 pounds.
10. Bilingual in Spanish and English, desired.

Requirements:

1. Adherence to Girl Scouts of Michigan Shore to Shore policies and procedures
2. Registration as a member of Girl Scouts of the USA

3. Willingness to work a flexible schedule including evenings and weekends
4. Willingness to travel on day trips, overnight travel or weekends, when required
5. Capability to provide own transportation and maintain operator license