

# GIRL SCOUTS OF MICHIGAN SHORE TO SHORE

## JOB DESCRIPTION

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**Position Title:** Community Membership Manager

**Reports To:** Director of Membership

**FLSA Status:** Salaried, Exempt

**Location:** Muskegon, Michigan

**Grade:** 3

**Hiring Range:** \$35,568 – \$37,500

**POSITION SUMMARY:** Promote and extend Girl Scout program by planning and implementing membership strategies for the cultivation, recruitment and retention of girl and adult members in assigned areas.

### **Essential Duties and Responsibilities:**

1. Ensure continuity of Girl Scout program in assigned areas by recruiting, supervising, and developing volunteers who will ensure membership opportunities for girls ages 5-17 of all racial, ethnic, religious, socio-economic and disability groups. Ensure girl and adult safety through promotion of safe practices.
2. Through analysis of community needs, demographic data and membership statistics, develop, design and conduct recruitment of girls.
3. Work with Service Unit volunteers to implement innovative approaches to program ensuring the development and delivery of local collaborative programs aligned to and supporting the Girl Scout leadership experience.
4. Assist Service Unit volunteers with girl and adult member recruitment, mentoring, training, and rectifying conflicts.
5. Support council functions through promotion of council sponsored activities, meetings, and volunteer opportunities.
6. Interpret and promote Girl Scouting to the community. Cultivate the interest and support of key community leaders, family members, institutions and business organizations.
7. Develop annual operating budgets for membership services, operate within budget, economizing where possible, to ensure quality services are provided.
8. Other duties as necessary and when assigned.

### **Qualifications:**

1. Bachelor's degree or equivalent and experience in community organization, volunteer management, sales or marketing.
2. Excellent human relations, written and oral communication skills. Unequivocal commitment to pluralism.
3. Ability to be self-directed and self-disciplined while organizing, planning and implementing a multi-faceted work load with minimum supervision and as a member of a team.
4. Ability to creatively solve problems and successfully handle conflict resolution.
5. Demonstrated supervisory and management ability.
6. Ability to recruit, lead and supervise volunteers representing diverse groups.
7. Experience with customer/sales management software desired.

### **Requirements:**

1. Willingness to subscribe to Girl Scout philosophy and program standards.
2. Willingness to work a flexible schedule including evenings and weekends.
3. Willingness to travel 50 – 65% of the time.
4. Capability to provide own transportation and must maintain valid operator license.
5. Work requires normal physical effort for primarily an office environment; some physical effort in handling of materials or boxes and tools or equipment of up to 20 pounds in non-strenuous work. Some periods of continual standing or walking may be required.

**Core Competencies:**

- Interpersonal Relations
- Team Building
- Customer Responsiveness
- Personal Integrity and Professional Conduct
- Self-Management
- Time Management
- Fostering Diversity
- Judgment and Decision Making
- Problem Solving
- Conflict Management
- Adaptability
- Oral Communication
- Written Communication
- Information Management
- Organizational Knowledge

**Membership Competencies**

- Leadership
- Membership Policies, Standards, and Resources
- Marketing Knowledge
- Marketing Skill
- Networking
- Volunteer Relations
- Volunteer Management
- Project Management
- Project Evaluation
- Fund Development
- Mentoring and Development
- Child Development
- Adult Education