

GIRL SCOUTS OF MICHIGAN SHORE TO SHORE

JOB DESCRIPTION

Title: Program Administrative Support Specialist

Reports to: Director of Girl Experience and Volunteer Engagement

Classification/FLSA Status: Regular Full-time/Non-Exempt

Location: Grand Rapids, Michigan or Muskegon, Michigan

Grade: 2

Hourly Rate Range: \$13.00 - \$16.00

POSITION SUMMARY: Provide support and logistical oversight for programs and training relating to the retention of girls and adult members. Supports the development and delivery of council-run programs, training, and service unit day camps.

Essential Duties and Responsibilities:

1. Maintain accurate records in software systems, including Salesforce, JotForm, and gsEvents.
2. Support designing, planning, logistics, and execution of council-run programming for girls and training for adults.
3. Provide responsible and confidential administrative support including writing, typing, filing, researching, mailing, creating, and proofing presentations, correspondence, and other similar communications.
4. Provide quality customer service via phone, email, and in-person to internal and external customers.
5. May perform other related duties as assigned.

Qualifications:

1. Associate degree in Business Administration or any combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job
2. Highly developed people and project management skills
3. Outstanding interpersonal and communication skills
4. Excellent computer skills using Microsoft Office; including working knowledge of the Salesforce and/or JotForm is a plus, strong spreadsheet, and report writing skills.
5. Excellent judgment, with the ability to work independently and manage multiple projects and deadlines
6. Demonstrated time management skills by effectively and efficiently organizing, prioritizing, and completing multiple assignments in a timely manner and meeting deadlines
7. Commitment to Girl Scout values including an unequivocal commitment to pluralism

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 as the job requires
5. Capability to provide own transportation and must maintain a valid operator license
6. Willingness to authorize a background screening with the cost being absorbed by the council
7. Ability to lift 40 pounds

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