girl scouts of san gorgonio

Job Description

Job Title: Troop Support & Partnership Specialist	**FLSA Status**: Non-Exempt
Department: Customer Experience – Membership Troop & Volunteer Support	
Reports To: Troop & Volunteer Support Manager	**Revised:** September 2019

General Description:

The Troop Support & Partnership Specialist is part of a larger cross-functional team providing customer care and support to established membership. The Troop Support & Partnership Specialist is responsible for retaining girl and adult membership in assigned, established geographic areas through implementing and sustaining excellent customer service. She/he is responsible for utilizing adult volunteer participation and girl input in implementing Girl Scouting in the assigned area. She/he is also responsible for securing girl participation and community partnerships through delivery of Girl Scout approved activities at various sites, with the goal of growing new membership in the assigned area.

The identification of Duties and Responsibilities does not display an exhaustive list of all duties that may be assigned to this position, nor does it restrict the related work that may be assigned to this position.

Essential Functions/Responsibilities:

1. **Mentors Regional and Service Unit teams to work effectively with girls in assigned geographic areas to ensure delivery of program and services to girls.**
   - Is accountable for meeting or exceeding an annual membership retention goal for girl and adult members.
   - Establishes the appropriate volunteer support team to meet goals by recruiting, selecting, appointing, and supervising Regional and Service Unit volunteers in assigned geographic areas.
   - Provides ongoing support, 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.
   - Supports the council's volunteer management system including the recruitment, screening, selection, placement, development, training, recognition, and re-assignment of Regional and Service Unit volunteers.
   - Identifies the need for and provides timely problem solving and conflict resolution support/intervention when appropriate. Gathers information for submission to supervisor.
   - Optimizes the use of technology (including the customer relationship management system) in providing customer service support for volunteers.
   - Serves as the main point of contact for Regional and Service Unit volunteers and acts as a broker to distribute information to council staff and to guide volunteers to additional support services and resources.
   - Provides site visits to new and existing troops to support volunteers in their leadership role.
   - Provides customer support and follow-up with volunteers via phone and email on a regular basis.
   - Conducts an onboarding orientation for new troop leadership
   - Performs additional duties as assigned to assist in fulfillment of the council's mission and goals.
   - Ensures Girl Scouting is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the council.
   - Prepares a variety of reports to assist the Regional and Service Unit team in meeting their goals and objectives.

2. **Assists in achieving the council's corporate goals for girl and adult membership through facilitating activities that promote membership growth at assigned locations.**

- Seeks opportunities and works directly with community organizations, schools, educators, and faith-based institutions to increase awareness of and participation in Girl Scouting.
- Cultivates relationships with appropriate community leaders, organizations, and businesses to support recruitment efforts within targeted areas to positively impact membership growth.
- Ensures Girl Scouting is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the council.
- Performs additional duties as assigned to assist in fulfillment of the council's mission and goals.

3. **Works interdepartmentally to ensure our Council goals are met.**

- Works with cross-functional team to determine or develop innovative strategies to ensure the effective delivery of customer service to the members.
- Promotes and assists with council programs, activities, public relations and fund development endeavors. Assists with the identification of council delegates.
- Coordinates the availability of support services to enable volunteers to carry out the responsibilities of their positions effectively
- Communicates with and supports Regional and Service Unit recruitment through the work of administrative volunteers and council recruitment team. Implements recruitment efforts planned in partnership with the recruitment team.
- Keeps current on product program information and supports training and messaging that is provided to Regional and Service Unit volunteers. Provides product program team with essential Regional and Service Unit information to support product sales program.
- Performs additional duties as assigned to assist in fulfillment of the council's mission and goals.

Competencies and areas of expertise may include:

- **Self-management and Self Assurance** - assesses own skills and abilities and identifies areas for improvement; willingly accepts constructive feedback; seeks developmental opportunities; sets and achieves goals; works independently. Has demonstrated confidence to prepare for conversations and visits with potential members/customers by gathering key information and setting strong objectives to achieve successful outcome.
- **Customer Responsiveness** - seeks and acknowledges the views and ideas from customers (for example, internal and external); identifies, prioritizes, and balances customer issues; takes time to answer questions and explain decisions; follows through on commitments to customers in a timely manner; maintains a commitment to continuous improvement. Displays comfort in presenting the value behind solutions in a way that resonates with what is most important to customers of the organization.
- **Active Listening** - ability to skillfully use a variety of questions and other active listening techniques to promote a robust discussion with members/customers and identify needs.
- **Oral and Written Communication abilities** (i.e. In person, verbal, written, and/or phone); expresses ideas and facts in a clear and understandable manner appropriate for the individual or group; listens to and comprehends what others are saying; prepares organized and structured presentations; has demonstrated ability to work with a wide range of sensitive and confidential issues and communicate effectively with a diverse group of girls, volunteers, and staff.
- **Interpersonal Relations** - establishes rapport with others at all organizational levels; respects others; considers and responds to the needs, feelings, and capabilities of others;

establishes and maintains an open dialogue with others; has demonstrated ability to market the Girl Scout value proposition through a variety of communication venues including in person, phone, and online.

- **Personal Integrity and Professional Conduct** - demonstrates dependability, honesty, integrity, trustworthiness, and credibility; models appropriate professional behavior; accepts responsibility for own actions; maintains confidentiality; upholds ethical standards even in the face of opposition
- **Conflict Management** - Anticipates, prevents, and resolves conflicts while maintaining productive working relationships (for example, with volunteer or coworkers); distinguishes between disruptive conflict and constructive differences; identifies common interests to resolve differences; identifies the causes of problems; analyzes factors contributing to conflict; anticipates potential conflicts; facilitates conflict resolution.
- **Judgment and Decision-Making** - recognizes when immediate action is required and when sufficient information has been obtained to make a decision.
- **Volunteer Relations** - understands the functions of volunteers; demonstrates flexibility to meet with volunteers; effectively delegates responsibility; monitors use of volunteers within existing constraints and guidelines; recognizes volunteer accomplishments; works effectively with volunteers.
- **Volunteer Management** - knows the procedures, tools, and legal issues associated with recruiting, selecting, supervising, and releasing adult volunteers; assigns and manages volunteers in an efficient manner; monitors use of volunteers; recognizes volunteer accomplishments.
- **Technical** computer skills in Microsoft Office including Word, Excel, and Outlook and customer relationship management systems.

Education, Work Experience, Skill Requirements & Certifications:

1. Minimum Education (or substitute experience) required:
   - Bachelor's Degree or equivalent experience.

2. Minimum Experience required:
   - Minimum 1-2 years of related work experience. Non-profit experience and/or membership experience a plus.
   - Minimum one-year professional experience including handling conflict resolution

3. Additional Requirements:
   - Bilingual English/Spanish preferred
   - Ability to work a flexible schedule to include nights, weekends and holidays
   - Position is based out of our Low Desert/Palm Desert location. However, may work from our other locations as assigned.
   - Proven ability and aptitude to work collaboratively with diverse individuals throughout the organization and community.
   - Ability to cultivate, foster, maintain and manage relationships and network effectively.
   - Ability to manage multiple tasks simultaneously without constant supervision.
   - Ability to work a flexible schedule to include nights, weekends and holidays.
   - Daily and occasional travel may be required

4. Minimum License, Certifications & Affiliations/Memberships and CEU's
   - Valid California driver's license and an insured vehicle in good working order.
   - Must successfully complete a criminal history background check

Work Conditions

- Activities occur both inside and outside and employee is subject to both environmental conditions; however, employee is not substantially exposed to adverse environmental conditions.

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Miscellaneous

- Must have belief in the mission and values of Girl Scouting; be willing to subscribe to the principles expressed in the Promise and Law, and aware of the needs of girls in our pluralistic society.

Analysis of Physical Demands - Key (Based on typical week):
N=Never
R=Rarely (Less than 1 hour per week)
O=Occasional (1%-33% of time)
F=Frequent (34%-66% of time)
C=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						***Twisting/Turning***					
Under 10 lbs				X		Reach over shoulder				X	
11-20 lbs				X		Reach over head			X		
21-50 lbs			X			Reach outward			X		
51-100 lbs	X					Climb	X				
Over 100 lbs	X					Crawl	X				
						Kneel		X			
Pushing/Pulling						Squat		X			
Under 10 lbs				X		Sit				X	
11-20 lbs			X			Walk-Normal Surfaces				X	
21-50 lbs		X				Walk-Uneven Surfaces		X			
51-100 lbs	X					Walk-Slippery Surfaces	X				
Over 100 lbs	X					Stand				X	
						Bend		X			
Driving						Visual Acuity				X	
Automatic Trans				X							
Standard Trans	X										
Other											
Keyboard/Ten Key			X								
Fingering (fine dexterity)			X								
Handling (grasping, holding)			X								
Repetitive Motion - Hands				X							
Repetitive Motion - Feet				X							

Additional Physical Requirements:

Approved By: _____ **Date:** _____

Approved Title: _____

Employee Name: _____ **Date:** _____

Employee Signature: _____