

## **GIRL SCOUTS OF CONNECTICUT**

**Position Title: Membership Manager**

**Reports To: Director of Membership**

**Location: New London/North Windham**

### **POSITION SUMMARY:**

The Membership Manager manages the direct delivery of services to girls and adults in a specific area. She/he is responsible for ensuring that Girl Scout Program is made available to every girl and potential adult volunteer. She/he is responsible for recruiting, training, supporting and supervising volunteers who carry out the Girl Scout Program. She/he is responsible for the community cultivation and partnership efforts in these areas.

**English/Spanish bilingual communication skills preferred.**

### **MAJOR ACCOUNTABILITIES:**

- Implements a menu of flexible plans to increase, retain and serve girl and adult membership, supporting the council's goals and AA/EEO commitment.
- Recruits, appoints, trains, supervises, evaluates and releases all Service Unit Volunteers.
- Assumes duties of service unit team members when positions are vacant or when a crisis arises.
- Interprets GSUSA and council policies, procedures and standards so they may be fully understood by volunteers.
- Promotes program resources available from GSUSA and council.
- Assists in the execution and assessment of the council's plan of work.
- Delivers council services to volunteers, insuring the effectiveness of the Girl Scout program.
- Participates in service unit meetings, service team meetings and service unit events, including but not limited to: bridging ceremonies, award ceremonies, recruitment events, training events, etc.
- Establishes and maintains effective communication with all volunteers via phone, mail, blast emails, individual emails, in-person meetings and event attendance.
- Cultivates and promotes community partnerships and collaborations.
- Increases visibility and raises awareness of Girl Scouting in communities through networking activities, organizational memberships, booth displays and speaking engagements.
- Supports product sales.
- Ability to speak, understand and write English and Spanish.
- Verbal and written translation duties may be required.

**SKILLS AND COMPETENCIES:**

The ideal candidate will possess a minimum of 2 years experience in a management position that includes the supervision of employees and budgeting/planning; will have proven organizational skills and strong written and oral communication skills. The candidate must have the ability to accommodate a flexible work schedule and be willing to travel in their region. Ability to work with a diverse group of staff, volunteers and girls is a must. Key competencies for the Membership Manager are knowledge/expertise in all matters relating to managing volunteer and girl services; ability to work with volunteers; goal setting and achievement of stretch goals; conflict management.

**EDUCATION:**

Bachelors Degree, nonprofit management or equivalent work experience.