

GIRL SCOUTS OF GULFCOAST FLORIDA, INC.
4780 Cattlemen Road, Sarasota, FL 34233
www.gsgcf.org

POSITION POSTING

For consideration, email your resume and cover letter outlining your interest to hr@gsgcf.org

Position Title: Community Manager
Team: Member Engagement Team
Reports To: Director of Member Engagement
Schedule: Varied with council office hours, some evenings and weekends
Status: Full time Exempt
Location: Remote out-based in assigned area (and council-wide); travel 30-percent
Date: February 2022

Position Summary

The Community Manager is responsible for developing and executing effective recruiting and retention strategies to increase awareness and sustain participation in Girl Scouting. She/he represents and extends Girl Scouting in the community through presentations, collaborative efforts, and networking opportunities to ensure the Girl Scout program is accessible throughout the assigned area and across demographic groups. She/he works collaboratively with other departments to provide guidance and support to service unit team and troop volunteers to enhance the Girl Scout Leadership Experience.

Essential Duties and Responsibilities

1. Contributes to the council's strategic goals of girl and adult membership growth and retention by working collaboratively with cross-functional teams in developing and implementing membership strategies in assigned areas.
2. Designs a comprehensive plan for girl and adult membership growth in targeted areas by researching market data, membership trends, and other pertinent information relevant to assigned geographic areas.
3. Contributes to the management of renewal efforts in partnership with the member engagement specialists and service unit teams to meet council retention goals by assisting with wellness checks.
4. Provides ongoing leadership, support, supervision, and coaching, in partnership with the member engagement specialist, to service unit volunteers by guiding in the development of their plans of work, attending leader and service unit team meetings, and assisting with volunteer management.
5. Manages day-to-day administrative tasks while following prescribed policies, protocols, and procedures. Calendar review, weekly reporting, and mileage/expense reporting.
6. Seeks opportunities, cultivates and maintains relationships with community leaders, organizations, corporations, schools and educators, and faith-based institutions to increase awareness, support, and participation in Girl Scouting within targeted areas to positively impact membership growth.
7. Establishes new funded troops based on community needs and provides support to leadership team with recruitment and retention efforts.
8. Prepares action plans and schedules to identify specific targets and to project the number of contacts to be made in order to generate leads to meet membership benchmark goals. Prepares a variety of status reports, including activity, follow-up, and adherence to goals.

9. Follows up on qualified adult leadership leads via Salesforce, email, telephone, and referrals within assigned geographic areas to provide orientations to support existing troop leadership changes and meet new troop goals.
10. Promotes and assists with council wide activities and resource development endeavors.
11. Provides an exceptional customer experience using appropriate written and verbal communication to internal and external stakeholders and performs all duties and handles all matters with tact, diplomacy and complete confidentiality in a courteous, timely, and knowledgeable manner.
12. Ensures that diversity, inclusion, and pluralism are embraced and incorporated into the work of the council and that Girl Scouting is open to all girls and adults.
13. Supports the strategic priorities of the council.
14. Performs other duties as assigned by supervisor to support the council plan of work.

Education, Experience, Skills and Qualifications

- Belief in the mission, principles, values and standards of the Girl Scout Movement
- Willingness to take appropriate training and be a member of GSUSA
- Associate or Bachelor's Degree desirable
- Prior two-year minimum position related experience or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position required
- Demonstrate competencies in sales, membership marketing and cultivation, public speaking and presentations, exceptional customer service, volunteer management, collaborative project management, and interpersonal skills
- Ability to perform accurate data entry and utilize data management software (Salesforce desirable); proficient computer operation skills and Microsoft Office Suite including Outlook, Word, Excel, and PowerPoint
- Demonstrate superior written/verbal communication skills, and high-level proficiency in general office and recordkeeping skills; human relations skills; unequivocal commitment to inclusion and ability to work with persons of all racial, ethnic, social and economic backgrounds; recognition of confidential matters and the ability to handle appropriately and with discretion
- Highly organized and able to plan and implement multi-faceted workload with minimum supervision, self-directed, and a team player that will contribute to a positive organizational leadership culture
- Ability to successfully complete tasks requiring both analytical and critical thinking skills
- Ability to creatively solve problems and identify solutions, and successfully resolve conflict in professional manner
- Ability to travel during the day and night hours and perform position-related responsibilities in a wide variety of venues and environments
- Ability to work an outbased flexible schedule, to include some evenings and weekends
- Daily access to transportation is required; documentation of automobile insurance and ability to transport self and supplies to position related activities is required
- Requires physical strength and agility to safely perform all essential functions, including the ability to lift, carry, push, or pull (minimum 20/25 pounds) job-related equipment without assistance
- Bilingual in Spanish or ability to verbally communicate in Spanish desirable
- The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This document does not constitute a contract and is subject to revisions at the council's discretion.
 Equal Opportunity Employer/Drug Free Workplace