

## **GIRL SCOUTS OF GULFCOAST FLORIDA, INC. JOB DESCRIPTION**

**Position Title:** Program Manager  
**Team:** Member Experience Team  
**Reports To:** Director of Member Experience  
**Schedule:** Varied with council office hours; some evenings and weekends;  
and occasional overnights  
**Status:** Full time Exempt  
**Location:** Office and council properties; GSGCF council-wide 30-percent travel  
**Date:** November 1, 2021

### **Position Summary:**

The Program Manager is responsible for the creation and management of an integrated program delivery and trainings plan for nationally consistent leadership development experience customized activities that are grade-level appropriate and meet the needs, preferences, and interests of current and prospective girl members to support retention and new member engagement. The Manager works with girl and adult advisory teams and volunteers, internal colleagues and external constituencies to develop and implement opportunities, events, and activities.

### **Essential Duties and Accountabilities:**

1. Develops and implements an integrated program delivery and learning plan focusing on the creation of customized activities that are grade-level appropriate and meet the needs, preferences, and interests of current and prospective girl members.
2. Works in partnership with girls, administrative volunteers, and colleagues to develop and implement council-wide programs, initiatives and resources aligned with national offerings to meet the needs, interests, and preferences of girl members.
3. Applies expert knowledge of girls' development, the Girl Scout Leadership Experience, and the National Program Portfolio to ensure that programming is aligned, delivered and enriched through the mobilization of volunteers and local partnerships, resources, and subject matter experts.
4. Ensures that all programs and activities are consistent with GSUSA guidelines, GSUSA health and safety standards, council policies, and local, state, and federal laws.
5. Ensures that outcomes assessments are completed for all assigned program options and reviewed to provide feedback on experience and inform future programming.
6. Prepares and manages budgets for assigned Girl Scout program functions and ensures support systems and resources are provided.
7. Assists in the creation of grant related programming applications and proposals, and is responsible for program grant expenditures and reporting.
8. Manages the development and implementation of the adult outdoor training courses to include outdoor skills, canoe/kayak, archery, low ropes challenge course, first aid, CPR, and lifeguard certification.
9. Recruits, trains, and manages selected volunteers for facilitation of council programs and trainings.
10. Manages the council's outdoor equipment for programming.
11. Assists with high awards process – Bronze, Silver, and Gold – to provide education and support to increase engagement and earning of these prestigious awards.
12. Promotes and establishes collaborative relationships with community organizations, agencies, and businesses to identify and engage topic area experts, supplemental activities that expand the possibilities for girls across the council, and support for volunteers in the delivery of high-quality experiences.

13. Keeps informed of trends and issues in the community affecting girls and council services; monitors GSUSA's changes, trends, and requirements related to the Girl Scout Leadership Experience and council offerings.
14. Collaborates with communications and marketing staff to develop and implement promotion and marketing campaigns for program participation opportunities.
15. Participates in the development of council action plans, short-term and long-term strategies, budgets, and risk management systems.
16. Ensures that diversity and pluralism are embraced and incorporated into the work of the council.
17. Supports the strategic priorities of the council.
18. Carries out other duties as assigned by supervisor.

**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
- Bachelor's degree in relevant field or equivalent relevant experience
- Minimum of three years directly relevant work experience
- Knowledge of outdoor activities and camping preferred
- Demonstrated competencies in leadership, mentoring and coaching, curriculum development, program and event planning, training, volunteer management, collaborative project management, interpersonal skills, and customer service
- Demonstrated experience in developing and facilitating girl and adult learning
- Excellent written/verbal communications skills and the ability to interact with all levels within the organization and external stakeholders
- Proficient computer operation skills and in use of technology, social media and Microsoft Office Suite applications; knowledge of current training tools
- Ability to think critically, organize, plan and implement multi-faceted work load with minimum supervision and as a member of cross-functional teams
- Ability to creatively solve problems and successfully resolve conflict in professional manner
- Ability to work with persons of all racial, ethnic, social and economic backgrounds
- Work 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
- Ability to perform tasks outdoors under varying climatic conditions and indoors in environmentally controlled conditions
- Daily access to transportation, along with documentation of required automobile insurance, and ability to transport supplies; travel expected 30-percent council-wide
- Ability to work a flexible schedule, including some evenings, weekends and overnights
- First Aid/CPR certification or willingness to obtain
- Bilingual in Spanish and knowledge of culture desirable

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