

GIRL SCOUTS OF GULFCOAST FLORIDA, INC.

www.gsgcf.org

JOB DESCRIPTION AND POSITION POSTING

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

Position Title:	Product Program Manager
Team:	Member Experience Team
Reports To:	Director of Member Experience
Direct Reports:	Program Volunteers
Schedule:	Varied with council office hours; some evenings and weekends; and occasional overnights
Location:	Hybrid office, remote and council properties; council-wide community venues; occasional travel opportunities
Status:	Full time Exempt
Salary:	Estimated starting \$44,000 annualized and benefits
Posting Date:	January 16, 2024 until position filled

Position Summary

The manager is responsible for the annual planning and implementation of the council's product programs to successfully contribute to the council's goals, initiatives, and revenue, and to provide a positive program experience for girls, volunteers, and community supporters. The manager ensures the plan is consistent with Girl Scouts of the USA guidelines. Manages and directs all phases of the product programs implementation including developing an integrated execution plan, budgeting and goals, mapping out and coordinating logistical support, staff support coordination and volunteer management, adherence to safety and risk management guidelines, vendor relationships, maintaining materials and inventory, development of program and training materials, and delivery of presentations, trainings, and recognitions.

Essential Duties and Responsibilities

1. Develops and implements a comprehensive plan for the council's product programs to include systems and procedures, budgeting, program materials and resources, marketing and communications, volunteer management, product vendors and delivery agents, training, inventory management, evaluation, and recognition.
2. Participates in the development of council action plans, short-term and long-term strategies, budgets, and risk management systems.
3. Directs all logistics of the programs to manage and monitor the product programs, optimizing results through analysis, research, volunteer feedback, and evaluations.
4. Recruits, trains, and manages high performing program volunteers to carry out the product programs including the utilization of the product program software systems.
5. Ensures the skills and competencies of supporting staff and volunteers are deployed appropriately to achieve successful results.
6. Develops program materials and resources and works collaboratively with colleagues to communicate program messaging.
7. Develops training materials and conducts trainings to educate and highlight the Girl Scout Leadership Experience and outcomes of the product programs and promotes a high level of girl participation.
8. Provides reporting of program benchmarks, projections, etc.
9. Implements financial literacy and other innovative program activities related to the product program that highlights the Girl Scout Leadership Experience and outcomes.

10. Manages relationships with product vendors and delivery agents to ensure proper handling of inventory, tracking of inventory, and a positive volunteer and girl experience.
11. Manages business partnerships to ensure opportunities for participants.
12. Oversees the collection of all product program funds and manages the delinquent accounts collection process.
13. Utilizes the council's customer relationship management software and the vendor software systems to include preparing systems for each product program, monitoring systems during product program, and ensuring data is properly documented and retained.
14. Ensures diversity, inclusion, and pluralism are embraced and incorporated into the work of the council.
15. Supports the strategic priorities of the council.
16. Performs 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
- Associate or bachelor's degree preferred
- Prior three-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, marketing and communication, public speaking and presentations, exceptional customer service, volunteer management, program and event planning, training, collaborative project management, and interpersonal skills
- Ability to perform accurate data entry and utilize data management software (Salesforce desirable); proficient computer operation skills and in use of technology, social media and Microsoft Office Suite applications
- 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, identify solutions, and successfully resolve conflict in a professional manner
- Ability to work for extended periods of time at a keyboard/phone/workstation and perform tasks in a busy office environment where noise level is moderate
- 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 work a flexible schedule to include some evenings and weekends, and occasional overnights
- Ability to travel in geographic area during the day and night hours and perform position-related responsibilities in a variety of venues and environments
- Daily access to transportation is required; documentation of automobile insurance and ability to transport self and supplies to position related activities is required
- Bilingual in Spanish and knowledge of culture 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