

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

POSITION POSTING

Email your resume and cover letter to: Marie Graziosi – hr@gsgcf.org

POSITION DESCRIPTION

Position Title: Member Support Coordinator
Team: Member Engagement Team
Reports to: Director, Member Engagement
Schedule: Tuesday–Friday (7:30am-5:30pm) with occasional evenings and weekends
Location: Office (Sarasota T/W/TH) and local home-based remote (F); with occasional council properties, community venues, council wide travel
Status: Full time, Non-Exempt
Salary: \$45,000 (estimated starting – \$24.04 hourly) annualized and benefits
Date: December 2025

Position Summary

The Member Support Coordinator is responsible for engaging and converting prospective members (leads) to registered members and providing ongoing administrative support to troop volunteers. The Coordinator is a superior solution-oriented communicator and works efficiently and enthusiastically to provide exceptional customer experience. The Coordinator works collaboratively with other departments to support troops, volunteers, and members to enhance the Girl Scout Leadership Experience.

Essential Duties and Responsibilities

1. Collaboratively provides administrative support for the Volunteer Management Process which includes recruitment, onboarding, training, retention, recognition, and reappointment of volunteers.
2. Serves as the primary point person to follow up on qualified leads via Salesforce, email, telephone, texting, and referrals to provide membership information, guide them through the registration process, and to track the conversion rate.
3. Coordinates the efficient and rapid placement of registered girls and adults into appropriate troops, Juliette program, or service unit.
4. Serves as the main point of contact and support to volunteers with troop finances and the Volunteer Toolkit (VTK).
5. Coordinates the background check screening for the Volunteer Management Process.
6. Supports the management of the Opportunity Catalog with the Engagement Team.
7. Actively participates in required trainings, webinars, etc. to maintain proficiency and successfully acquire knowledge and skills.
8. Provides exceptional customer experience using appropriate written and verbal communication to internal and external stakeholders
9. Performs all duties and handles all matters with tact, diplomacy, and confidentiality in a courteous, timely, and knowledgeable manner.
10. Performs accurate record creation, entry, changes, collection, verification, and distribution of data and is responsible for ongoing accuracy, while following prescribed policies, protocols, and procedures seeking guidance as needed to maintain data accuracy.

11. Provides backup support for Engagement Team members.
12. Supports the strategic priorities of the council.
13. Performs other duties as assigned by supervisor.

Education, Experience, Skills, and Qualifications

- Support the mission, principles, values, and standards of the Girl Scout Movement including the Girl Scout Promise and Girl Scout Law; willingness to be a member of GSUSA
- 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
- Associate or Bachelor's Degree desirable
- Competencies in customer service, sales, volunteer management, collaborative project management, and interpersonal skills
- Excellent written/verbal communications skills
- Proficient computer and technology skills, ability to perform accurate data entry ,and utilize data management software (Salesforce desirable) and Microsoft Outlook, Word, Excel, and PowerPoint
- Ability to think critically, organize, plan, and implement multi-faceted workload with minimum supervision and as a member of cross-functional teams
- Requires ability to work for extended periods of time at a keyboard/phone/workstation and perform tasks in a busy environment where noise level is moderate
- 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
- Daily access to transportation, automobile insurance, and ability to transport supplies
- Ability to work a flexible schedule, to include occasional evenings and weekends
- 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