

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

POSITION POSTING

Working for Girl Scouts of Gulfcoast Florida is an empowering commitment to help girls – all girls – achieve their full potential. It's about having the opportunity to create a meaningful career experience, while making a difference in girls' lives, in our community and in the world! Does making a difference in the lives of girls interest you? If so, then come be a part of an organization that has an inspiring and growing future – Girl Scouts of Gulfcoast Florida is hiring a full-time Manager of Volunteer Operations to help achieve its mission and maximize its impact on the communities we serve.

Email your resume and cover letter outlining your interest to: Marie Graziosi – hr@gsqcf.org

POSITION DESCRIPTION

Position Title: Manager of Volunteer Operations
Team: Member Engagement Team
Reports to: Director, Member Engagement
Location: Hybrid remote, office and community events, occasional evenings and weekends
Status: Full time, Exempt
Salary: \$46,000 annualized plus benefits
Posting Date: July 2023 until position filled

Position Summary

The Manager of Volunteer Operations is responsible for providing ongoing oversight in the implementation of all aspects of the council's volunteer engagement strategies to include screening, placement, development, retention, and recognition of volunteers. Is responsible for developing and executing effective training and support strategies to equip the Member Engagement Team with tools, skills, and resources to support troop volunteers. Ongoing training and enrichment opportunities are created and/or monitored, including Troop Pathway Training, overseeing gsLearn and the Volunteer Toolkit. Works collaboratively with other departments to provide guidance and support to service unit volunteers and troops to enhance the Girl Scout Leadership Experience.

Essential Duties and Responsibilities

1. Works in partnership with Director Member Engagement to support the Plan of Work, including membership growth, retention, and service unit support.
2. Develops and maintains guidelines for proactive support following the cycle of operations, for all troops, to be delivered by the Member Engagement Specialist/Community Manager (MES/CM) team.
3. Provides meaningful, frequent, and varied forms of adult indoor training and enrichment opportunities (classes/reference library) through various forms of delivery that meets the needs and preferences of the adults (webinar, in person, full day or weekend training events, booklets, and videos), utilizing volunteers as applicable.
4. Continues to enhance and utilize systems such as VS 2.0, gsLearn, Volunteer Toolkit, Salesforce, Looker, Wufoo, Constant Contact, Go To Webinar, and Zoom to be able to provide support cross-functionally. Acts as a Council Champion for gsLearn, VTK, and VS 2.0.
5. In partnership with the Director Member Engagement, reviews, updates and creates new department/service unit team-specific volunteer position descriptions with input from related committees and council staff teams.
6. Evaluates, assesses, and modifies the volunteer engagement strategies to meet the changing needs and priorities of internal and external stakeholders and operational requirements.
7. Creates and implements strategies for volunteer recognition in partnership with the Director of Member Engagement, Member Engagement Team, and Marcomm Team.
8. Based on GSUSA recommendations, develops and manages volunteer evaluation and reassignment.

9. Maintains, adapting and retraining as needed, the processes for onboarding and mentoring of new volunteers.
10. Develops, researches, and maintains best practices for safety (to include annual review of Safety Activity Checkpoints), Girl Scout Leadership Experience, and troop/volunteer management and provides this information to staff in a timely manner.
11. Accountable for elevated conflict resolution cases; manages the process and ensures adherence to Volunteer Policies and Procedures.
12. Responsible for data analysis; utilizes existing measurement tools (including KPI and GSVC rating tools).
13. Trains selected instructors in effective techniques for training and developing volunteers; supports and guides council staff and volunteers in adapting to changes in policies, procedures, and technologies.
14. Researches and leverages community resources to support the development and well-being of volunteers.
15. Performs accurate record creation/entries/changes, a variety of data collection, data entry, data verification, and data distribution routines and is responsible for ongoing accurate and timely day-to-day administrative tasks while following prescribed policies, protocols, and procedures.
16. Works collaboratively with colleagues across the council and contributes to building a cohesive, flexible, and productive staff that demonstrates the values and mission of Girl Scouts.
17. Ensures diversity, inclusion, and pluralism are embraced and incorporated into the work of the council.
18. Supports the strategic priorities of the council.
19. 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 desirable
- 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
- Demonstrated competencies in leadership, volunteer management, curriculum development and training, collaborative project management, oral and written communications, and interpersonal skills
- Proficient computer operation skills and in use of technology, social media, and Microsoft Office Suite applications, and knowledge of training tools
- Demonstrated 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 resolve conflict in 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 occasional evenings and weekends
- 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