



Imagine joining a group of individuals – each with their own unique skills and passions, but united by a common purpose. Imagine yourself at Girl Scouts!

Our Mission. Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

Girl Scouts of California's Central Coast (GSCCC) is chartered by Girl Scouts of the USA to provide Girl Scouting in the counties of Santa Cruz, Monterey, San Benito, San Luis Obispo, Santa Barbara and Ventura Counties. GSCCC encompasses some of the most beautiful and environmentally significant parts of the country. The council has a growing membership of over 10,000 girls and 5,000 adults.

Girl Scouts of California's Central Coast council is seeking career professionals committed to making a difference. Working with Girl Scouts – an organization with a solid history and a growing future – means working to your fullest potential in a dynamic and diverse environment.

Job Position Title:	Chief Business Officer
Job Type & FLSA Status:	Full Time Exempt
Department:	Finance
Reports To:	Chief Executive Officer

SUMMARY

The Chief Business Officer (CBO), accountable for all aspects of the member, stakeholder, or customer support and service provided through the council, reports directly to and works closely with the Chief Executive Officer (CEO) in realizing the vision and strategic priorities set by the council's Board of Directors. As a key member of the council's Senior Leadership Team and member of the C-Suite board support team, the CBO is responsible for providing tactical leadership and direction to the council's internal and business-focused operations ensuring that systems, procedures and processes are available and in place to serve and support members, achieve organizational growth, and advance the mission.

Providing professional, energetic leadership and competent management of customer care and internal operations supporting Girl Scout delivery throughout the 6-county jurisdiction, the incumbent is responsible for ensuring that state-of-the-art tools, systems, procedures and processes are available and in place to serve and support the service centers, product sales, shops, IT, facilities, data analytics/systems, plan of work, benchmarking, and council-wide SOP/CEI transition.

The CBO will be accountable for the accounting operations of the company, to include the production of periodic financial reports, maintenance of an adequate system of accounting records, and a comprehensive set of controls and budgets designed to mitigate risk, enhance the accuracy of the company's reported financial results, and ensure that reported results with generally accepted accounting principles. Will also lead as a project manager, fully support and engage the strategies of the organization, and in partnership with the COO – Mission Delivery, lead the integration and implementation of key council and national initiatives including the customer engagement initiative through a new Salesforce model, and customer service enhancement with Net Promoter metrics. Building internal capacity by aligning resources, support, and systems with the vision, mission, and policies of the Council, the CBO will be a champion for culture change, and success will be reflected in the achievement of metrics and outcomes applied to the Council's customer service ratings.

ACCOUNTABILITIES

- Guides financial decisions by establishing, monitoring, and enforcing finance policies and procedures.
- Protects assets by establishing, monitoring, and enforcing internal controls.
- Monitors and confirms financial condition by conducting audits; providing requested information to external auditors.
- Maximizes return, and limits risk, on cash by minimizing bank balances; making investments.
- Prepares budgets by establishing schedules; collecting, analyzing, and consolidating financial data; recommending plans.
- Achieves budget objectives by scheduling expenditures; analyzing variances; initiating corrective actions.
- Provides status of financial condition by collecting, interpreting, and reporting financial data.
- Prepares special reports by collecting, analyzing, and summarizing information and trends.
- Complies with federal, state, and local legal requirements by studying existing and new legislation; anticipating future legislation; enforcing adherence to requirements; filing financial reports; advising management on needed actions.
- Ensures operation of equipment by establishing preventive maintenance requirements and service contracts; maintaining equipment inventories; evaluating new equipment and techniques.
- Completes operational requirements by scheduling and assigning employees; following up on work results.
- Effectively manage finance team members by practicing Managerial Practices, including continuous improvement, conducting regular one-on-one meetings, team meetings, on-going coaching and training, completion of performance review.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Protects operations by keeping financial information and plans confidential.
- Contributes to team effort by accomplishing related results as needed, setting achievable deadlines and hold finance team members accountable to accuracy.
- Leads all customer care and integrated operational services for the council that supports all aspects of member or stakeholder contact.
- Provides direction and oversight to the service centers and community-based offices.

- Accountable for the functional areas of fund development team, product sales, shops, program facilities, IT, office coordination and data/business analytics functions of council operation that directly integrate with mission delivery impact.
- Leads organizational change by ensuring significant improvements are made in the support of volunteers including ease, efficiency, clarity, and customer service; prioritizes and implements process improvement initiatives.
- Leads the council's benchmarking and charter process using assessment tools, plans, and accountability reports.
- Serves as operations subject matter expert and staff representative on committees and task groups that review issues, policies, procedures, risk management, and/or standards.
- Oversees the day to day operations by reviewing performance metrics dashboards and outcomes to evaluate business processes; make appropriate changes to achieve desired results; insures regular, periodic reports and interpretation to staff and the board of directors
- Insures the development and execution of an integrated program income revenue generation plan including growth and retention, seasonal plans, integrated branding, and multi-year forecasting that aligns with council strategies.
- Oversees asset management and risk including rentals, repair, capital and technology budgets, and environmental practices by aligning funds invested in program with program initiatives.
- Strengthen the customer service, technology, and business systems capacity of the organization through cross-functional systems and efficient work flow.
- Insures cost effective technology approaches balanced with an internal customer service platform to increase staff and volunteer knowledge and efficiency; demonstrates broad understanding of technology and its capabilities by recognizing the organization's needs, mobilizing the appropriate resources, and overseeing the integration and usage of systems.
- Insures strong internal staff communication and knowledge-sharing system by coordinating staff conference calls, all staff meetings, and plan of work tools and/or measures.
- Prepares operational plans that tie department goals to organizational strategic priorities in conjunction with the CEO, C-Suite, Leadership Team, and Board; implements organizational practices that reflect and support strategic priorities and objectives.
- Serves as project sponsor and coordinator for the CEI and Sales force transition process over the next three years.
- Analyze market data on demographics, membership trends, program assessment data and other available information to design or revise direct service strategies and to determine girl and adult needs; oversee data systems.
- Assists in the smooth functioning of the council by performing other duties as assigned.

QUALIFICATIONS

- Undergraduate degree required with advanced education preferred
- A minimum of 5 years of successful senior management experience preferably with a nonprofit or membership-based agency.
- Supervisory experience including strong leadership skills to motivate, hold accountable, and retain a high performing staff.
- Knowledge and experience in managing and supporting volunteers.
- Understands and demonstrated experience with customer service and business integration planning.
- Demonstrated commitment and ability to interact with diverse populations.
- Demonstrated reasoning and negotiation skills to identify and resolve conflict.
- Strong communication skills to speak effectively before large and small groups.

- Demonstrated ability to handle sensitive information and maintain confidentiality.
- Demonstrated experience in the development and administration of budgets.
- Ability to work a flexible schedule, including some evening and weekends. Ability to travel as job requires.
- Proficiency of Microsoft Office Suite, internet and research applications, and database systems; working knowledge of Salesforce and Net Promoter strongly desired.
- Must hold personal membership in the Girl Scout organization and subscribe to the tenets of the Girl Scout Promise and Law.
- Must have personal transportation and ability to drive, possess a valid driver's license, maintain personal auto insurance/meet the council insurance company's requirement for coverage, and submit to drug test and background check.

REQUIRED, SPECIALIZED, OR TECHNICAL KNOWLEDGE

- Action-oriented experience and demonstrated results in organizational change and turn-around strategies required; Girl Scout and/or 'legislative' leadership experience strongly desired.
- Understanding of the MBTI, organizational change, and conflict management tools to continue and solidify the team behavior and performance needed for cultural change implementation.
- Working knowledge of a customer service delivery model and engaged, participatory management.
- Excellent verbal and written communication skills to establish clear expectations in a fast-paced setting.
- Strong program knowledge base including outcomes measurement, assessment, and benchmarking.
- Ability to view the council as a whole vs. individualized regions and/or departments so to insure consistent services, expectations, opportunities and messaging.
- Ability to make independent decisions and to interact effectively with staff and volunteers at all levels of the organization.
- Ability to fully support and advocate for the council plan while unifying staff in pursuit of common goals, values, and service delivery strategies.
- Comfort with uncertainty and ambiguity while being proactive in anticipating and preempting problems.
- Ability to give and receive information by telephone and in person.
- Ability to give, receive and analyze information, formulate work plans, prepare written materials, articulate goals and action plans.
- Ability to work independently and prioritize work while managing multiple deadlines.

KEY COMPETENCIES OF THE CHIEF BUSINESS OFFICER POSITION

1. Business Acumen
 - a. *Organizational Awareness* – knowledge of the organization, including its mission, governance and organizational structure, and how these elements impact finance and operations; thorough understanding of structure and systems in the council, and how they work and related to each other.
 - b. *Talent Management* – awareness and general understanding of human resource management principles and applicable laws, and ability to apply this knowledge in building

and managing a workforce; oversees direct and indirect support and monitors/evaluates business results, serving as a sounding board with the Leadership Team and supervisors.

- c. *Information and Technology* – understanding of how IT systems support an organization and skill in using technology in day-to-day operations and demonstrates broad understanding of technology and its capabilities by recognizing organization's needs, internal customer service, mobilizing resources, and integration and efficiencies of systems.
- d. *Membership and Volunteerism (Development, Growth and Sustainability)* – knowledge of techniques for growing and sustaining membership through volunteer management, community cultivation, and program development.
- e. *Fund Development* – awareness of the fund development field, its discipline and funding strategies, and the ability to bring in financial resources.
- f. *Fiscal Management* – understanding of nonprofit accounting, asset management, and the organization's financial processes.

2. Leading the Organization

- a. *Operations Management* – insure integrated infrastructure, lead senior staff to develop functionally-aligned work plans, coordinate external feedback involvement, evaluate plans, tie to performance metrics, and adjust culture to a customer-first environment
- b. *Strategic Thinking* – forward thinking with ability to create long-term goals and develop plans to achieve those goals; applies critical reasoning to decision making, considering the implications and potential impact on the operations of the council
- c. *Mission Oriented* – ability to drive the organization according to its vision and mission, consistently acting and deciding in ways that support the mission

3. Leading People

- a. *Constructive Partnerships* – ability to connect and coordinate with others in a positive and constructive manner on an ongoing basis to accomplish organizational tasks; consistently focused on cooperative working relationships within the organization and with all stakeholders.
- b. *Employee Engagement* – skill in increasing employees' positive attachment to the organization, their jobs, and their colleagues and motivating consistently high performance
- c. *Managing Conflict* – ability to recognize and resolve conflict between people and departments, and bring about resolution
- d. *Team Building* – ability to get people (staff and/or volunteers) to work effectively as a team, for the common good of the team and the organization
- e. *Cultural Competence/Fostering Diversity* – ability to recognize and value diversity and leverage it to improve the organization and enhance results on WOW and EPIC competencies

4. Personal Effectiveness

- a. *Planning and Organizing* – ability to structure work and resources to accomplish activities and goals in a predictable, logical, and timely manner; anticipates challenges and identifies potential alternatives.
- b. *Communication* – ability to relate information to people inside and outside the organization in an effective manner and to understand information communicated by others; tailors written or oral messages appropriately to the entire audience or procedural focus.
- c. *Results Oriented* – ability to set and meet organizational goals and customer expectations and to make the decisions that produce high quality results; takes action when productivity is stalled.
- d. *Accountability* – establishing clear lines of responsibility and expectations for results.
- e. *Integrity* – honest, ethical, and professional in character and conduct.
- f. *Adaptability/Flexibility* – resilience and the ability to adapt as needed to perform effectively in a constantly changing environment.
- g. *Continuous Learning* – believe in the value of continual learning, pursuing it and encouraging it in others.

PHYSICAL REQUIREMENTS

Equipment Utilized: computer, network, software, cell phone, fax, scanner, copier, adding machine, telephone, voice mail, conference calls and trainings.

Physical Activities: climbing, balancing, stooping, kneeling, crouching, walking, grasping, typing, talking, hearing.

Visual Acuity: heavy acuity is required in this position.

Physical Demands: sedentary work exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects; driving; participation in a variety of activities in both in indoor and outdoor setting.

WORK CONDITIONS:

- Average 40% travel to meetings, service centers, and activities throughout the region; national travel requiring overnight stays periodic and scheduled in advance.
- Evening and weekend work conditions occur throughout the program year.
- There is no substantial exposure to adverse environmental conditions with the exception of weather related travel conditions.

Location;

- Ventura, Ca

To Apply:

If your work experience matches the qualifications for this position, please send your resume and your cover letter by emailing **careers@girlscoutsgccc.org** along with a description of why you feel you are the best fit for this position. The subject line of the email should read **[Chief Business Officer) – [your name]**.

The statements herein are intended to describe the general nature and level of work performed by employees but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

GSCCC is an Equal Opportunity Employer committed to diversity.