



# Mission Delivery - Trainer

## Job Description

**Title:** Mission Delivery Trainer  
**Grade:**  
**FLSA Status:** Non-Exempt  
**Revision Date:** January 2025  
**Department:** Mission Delivery  
**Reports to:** Director of Mission Delivery, Michelle Kienitz

### Salary Range:

- **Minimum:** \$23.00
- **Midpoint:** \$24.50
- **Maximum:** \$26.00

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### General Summary

The Mission Delivery Trainer is responsible for the design, implementation, and management of training programs that support new employees, Girl Scout leaders (volunteers), and Training Facilitators. This role ensures structured onboarding experience, maintains training records, and develops processes to enhance the volunteer and staff experience. In addition, this position will lead efforts to support the Highest Awards program (Bronze, Silver, and Gold Awards), serving as a council-level resource and ensuring alignment with national standards and recognition. The Mission Delivery Trainer will also serve as the primary contact for all volunteer Training Facilitators.

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## **Key Responsibilities**

### **Employee Onboarding and Training Development**

- Develop and implement onboarding programs for new employees to ensure understanding of the organization's mission, policies, and procedures.
- Track and maintain records of all employee training, ensuring compliance with council and GSUSA guidelines.
- Create training modules and resources for staff development, ensuring consistency and effectiveness.

### **Volunteer Training Program Management**

- Design and oversee the training pathway for Girl Scout leaders, including new leader training, program implementation, and outdoor skills development.
- Establish structured learning modules for each stage of volunteer engagement, ensuring progressive skill-building opportunities.
- Monitor and evaluate training effectiveness, making improvements based on feedback and best practices.

### **Facilitator Coordination and Support**

- Serve as the main point of contact for all Training Facilitators (volunteers) and provide guidance, resources, and ongoing support.
- Recruit, train, and mentor volunteer Training Facilitators to deliver high-quality training sessions.
- Develop and maintain a community of practice for Training Facilitators, ensuring continuous learning and collaboration.

### **Highest Awards Program Support**

- Provide leadership, support, and technical guidance to Girl Scouts, families, and volunteers pursuing the Bronze, Silver, and Gold Awards.
- Ensure training and educational resources are available and accessible for each level of the Highest Awards.
- Collaborate with council departments to plan and implement recognition events, such as the Silver and Gold Award ceremonies.
- Maintain and update procedures for the Highest Awards in alignment with GSUSA requirements and evolving best practices.
- Serve as a liaison to the Gold Award Committee and support mentor training and logistics.

### **Process Development and Implementation**

- Establish standardized training procedures for onboarding, leader engagement, outdoor programming, and award recognition.
- Collaborate with GSUSA to integrate national training resources and best practices into council efforts.
- Work cross-functionally with other departments to ensure alignment of training initiatives with council objectives.

### **Technology and Training Management**

- Utilize learning management systems (GSlearn) or digital platforms to track and deliver training materials.
- Maintain training records and produce reports on participation, completion rates, and impact.
- Ensure training accessibility through online, in-person, and hybrid formats.

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## Qualifications

### Education and Experience

- Bachelor's degree in Education, Organizational Development, Nonprofit Management, or a related field (or equivalent experience).
- Experience in instructional design, adult learning methodologies, or volunteer training preferred.
- Prior experience in managing youth awards or recognition preferred.

### Cultural Competencies:

GSCCC is committed to fostering a diverse, equitable, and inclusive workplace. Staff are expected to:

- **Communicate with Compassion:** Be open, honest, respectful, clear, direct, and timely.
- **Innovate Through Change:** Be proactive, agile, and responsive.
- **Work with Purpose:** Be intentional and visionary.
- **Embrace Our Community:** Be supportive, empathetic, collaborative, and appreciative.
- **Be Accountable:** Own it.
- **Make Each Day FUNomenal:** We can do it!

### Skills and Competencies

- Strong organizational and project management skills with the ability to manage multiple training initiatives simultaneously.
- Excellent presentation and facilitation skills, with the ability to engage and inspire adult learners.
- Strong interpersonal and communication skills, fostering positive relationships with staff and volunteers.
- Proficiency in Microsoft Office and learning management systems (LMS) or digital training platforms.
- Commitment to diversity, equity, inclusion, and accessibility in training content and delivery.

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### Commitment to Diversity, Equity, Inclusion, and Accessibility:

GSCCC is an Equal Opportunity Employer committed to building a diverse and inclusive workplace. We encourage individuals of all backgrounds to apply and provide reasonable accommodations during the application process and employment. If you need assistance or accommodation, please contact us.

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**Location:**

Assigned to one of the following centers: Ventura, Castroville, San Luis Obispo, Oxnard, Santa Barbara, or Thousand Oaks.

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**The statements herein describe the general nature and level of work performed but are not a complete list of responsibilities, duties, and skills required. This job description does not establish a contract for employment and is subject to change at the discretion of the employer. Employment is at-will.**