



Mission Delivery Specialist I

Job Description

Title: Mission Delivery Specialist I
Grade: 1
FLSA Status: Non-Exempt
Revision Date: January 2025
Department: MISSION DELIVERY
Reports to: Program Center Manager

Salary Range:

- **Minimum:** \$21.00
- **Midpoint:** \$22.50
- **Maximum:** \$24.00

General Summary:

The Mission Delivery Specialist I is responsible for supporting basic program delivery, retail operations, volunteer engagement, and member services in an assigned geographic area. This entry-level role focuses on providing fundamental support to ensure positive member experiences.

Essential Job Responsibilities:

- **Customer Service:** Provide fundamental customer service and case management support in a welcoming and inclusive manner.
- **Program Delivery:** Assist in event coordination and program delivery with guidance.
- **Volunteer Support:** Support volunteer and member onboarding and initial training with cultural sensitivity and responsiveness.
- **CRM Management:** Maintain accurate records in the CRM system.
- **Policy Compliance:** Ensure adherence to Girl Scout policies, guidelines, and DEI principles.

- **Retail Operations:** Assist with basic retail operations, including POS usage.

Additional Responsibilities by Area:

- **Retail:** Maintain cleanliness and organization of retail spaces, complete retail transactions (refunds, discounts, etc.), and create a welcoming environment for all members and visitors.
 - **Programs:** Support basic program delivery and ensure events are inclusive and accessible to all members.
 - **Marketing:** Have familiarity with Brand Guidelines
 - **Recruitment:** Support recruitment efforts by completing member registrations, attending recruitment events, and providing support to teammates with a focus on equitable access and representation.
 - **Volunteer Support:** Understand membership and volunteer structure, have basic understanding of guidelines and requirements, and support as needed.
 - **Case Management:** Manage case lifecycles, provide Tier 1 support, and ensure accurate documentation while maintaining respect and confidentiality.
 - **Customer Service:** Foster a positive, inclusive, and welcoming environment for all individuals, ensuring interactions are respectful and culturally responsive.
 - Perform other duties as assigned.
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Qualifications:

- Some college coursework preferred.
 - 0-2 years of experience in customer service, event coordination, or related fields.
 - Familiarity with CRM systems (e.g., Salesforce)
 - Strong communication and organizational skills.
 - Willingness to learn, adapt, and engage with diverse communities.
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Cultural Competencies:

Girl Scouts of California's Central Coast is committed to a culture that fosters an open and inviting workplace for our staff and members. All 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!
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Skill Set Requirements:

- Flexibility to occasionally work beyond assigned daily schedules.
 - Ability to work evenings, weekends, and occasionally travel overnight.
 - Daily access to reliable personal transportation.
 - Ability to drive or ride in a car for long periods.
 - Ability to lift, push, or pull up to 25 lbs., including vehicle loading/unloading.
 - Ability to stand, bend, squat, and walk over rough terrain.
 - Ability to sit and work at a computer for extended periods.
 - Maintain a professional appearance and demeanor.
 - Adaptability to solve problems in a tactful and diplomatic manner.
 - Ability to manage change and seek continuous improvement.
 - Enthusiastic, professional, and self-motivated team player with a “*can-do*” attitude.
 - Willingness to be a Go-Getter, Innovator, Risk-Taker, and Leader.
 - Maintain membership with Girl Scouts USA.
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Commitment to Diversity, Equity, Inclusion, and Accessibility:

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

Location:

Assigned to one of the following centers:

- Thousand Oaks
 - Oxnard
 - SLO
 - Castroville
 - Santa Barbara
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The statements herein are intended to describe the general nature and level of work performed by employees 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.

