



Mission Delivery Specialist II

Job Description

Title:	Mission Delivery Specialist II
Grade:	2
FLSA Status:	Non-Exempt
Revision Date:	January 2025
Department:	MISSION DELIVERY
Reports to:	Program Center Manager

Salary Range:

- **Minimum:** \$26.69
- **Midpoint:** \$25.24
- **Maximum:** \$26.78

General Summary:

The Mission Delivery Specialist II supports the implementation of Girl Scout programs and provides comprehensive volunteer engagement and member support. This role requires a deeper understanding of program delivery, DEI principles, and customer service to ensure a welcoming and inclusive environment for all members and volunteers.

Essential Job Responsibilities:

- **Customer Service:** Manage customer service cases through the full lifecycle, ensuring respectful, culturally responsive, and inclusive communication.
- **Program Delivery:** Create, coordinate and deliver moderate-level program events that are accessible, inclusive, and reflect the diverse interests of all Girl Scouts.

- **Volunteer Engagement:** Support volunteer recruitment and engagement efforts with a focus on diversity, equity, and inclusion. Provide culturally competent onboarding and ongoing training.
- **CRM Management:** Utilize CRM systems to track and manage member interactions, ensuring data accuracy and confidentiality.
- **Marketing Support:** Assist with program marketing templates and ensure all materials align with brand guidelines and DEI standards.
- **Retail Operations:** Assist with basic retail operations, including POS usage.
- **Policy Compliance:** Ensure adherence to Girl Scout policies, guidelines, and DEI principles.

Additional Responsibilities by Area:

- **Retail:**
Maintain cleanliness and organization of retail spaces, process purchase orders, manage inventory, and complete transactions while ensuring accessibility for all customers.
- **Programs:**
Create and deliver upon program outlines that are engaging, as well as inclusive and culturally sensitive.
- **Marketing:**
Use Canva templates to create engaging materials aligned with brand guidelines, ensuring diverse representation in visuals and language.
- **Recruitment:**
Actively manage pipeline of potential members, attend recruitment events, and provide support to new members and volunteers.
- **Volunteer Support:**
Provide comprehensive support for volunteers including attending Service Unit Meetings, providing regular feedback, processing requests, and answering questions of varying complexity
- **Customer Service:**
Foster a positive, inclusive, and welcoming environment, ensuring all interactions respect the diversity of members and volunteers.
- Can become Subject Matter Expert on a specific designated area defined by Senior Directors or CEO.
- Perform other duties as assigned.

Qualifications:

- Advanced degree preferred.
 - 0-2 years of experience in program delivery, customer service, or volunteer management.
 - Proficiency in CRM systems (e.g., Salesforce).
 - Strong written and verbal communication skills with cultural competency.
 - Ability to work independently and collaboratively in diverse environments.
 - Commitment to ongoing DEI learning and application.
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Cultural Competencies:

Girl Scouts of California's Central Coast is committed to fostering a workplace that is open and inviting to 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 of diversity.
 - **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 occasional overnight travel.
 - 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. with reasonable accommodations.
 - 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.
 - Problem-solving skills with cultural sensitivity and tact.
 - Ability to manage change and continuously improve processes.
 - Enthusiastic, self-motivated team player with a “*can-do*” attitude.
 - Commitment to the values of the Girl Scouts, including diversity and inclusion.
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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 and provide reasonable accommodations throughout 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
- San Luis Obispo (SLO)
- Castroville
- Santa Barbara

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.
