



Mission Delivery Specialist III

Job Description

Title: Mission Delivery Specialist III
Grade: 3
FLSA Status: Non-Exempt
Revision Date: January 2025
Department: MISSION DELIVERY
Reports to: Program Center Manager

Salary Range:

- **Minimum:** \$25.00
- **Midpoint:** \$26.50
- **Maximum:** \$28.00

General Summary:

The Mission Delivery Specialist III independently manages complex program delivery and volunteer support functions. This role requires expertise in program planning, volunteer coordination, and customer service, with a strong commitment to diversity, equity, and inclusion (DEI).

Essential Job Responsibilities:

- **Volunteer Support:** Provide advanced volunteer support, including conflict resolution, while maintaining respect and sensitivity to diverse perspectives and needs.
- **CRM Management:** Utilize CRM systems to manage complex member data and reporting, ensuring data accuracy, security, and confidentiality.
- **Recruitment and Retention:** Coordinate recruitment events and retention strategies with an emphasis on equitable outreach and inclusive practices.
- **Retail Operations:** Support retail operations, including managing POS systems, handling transactions, and ensuring the retail environment is welcoming and accessible.

- **Case Management:** Manage full case lifecycles, provide Tier 2 support, and document cases accurately while maintaining confidentiality and cultural sensitivity.
- **Customer Service:** Foster a positive, inclusive, and welcoming environment, ensuring that interactions respect the diverse backgrounds and needs of all members and volunteers.
- **Policy Compliance:** Ensure adherence to Girl Scout policies, guidelines, and DEI principles.
- Perform other duties as assigned.

Additional Responsibilities by Area:

- **Retail:**
Maintain cleanliness and organization of retail spaces and complete transactions while ensuring accessibility for all customers.
- **Programs:**
Support junior members in managing program delivery for assigned areas, ensuring all programs are accessible, inclusive, and culturally responsive.
- **Marketing:**
Provide support for junior members in creating and managing marketing templates and standalone materials aligned with brand guidelines and DEI principles to ensure representation and accessibility.
- **Recruitment:**
Coordinate and execute upon Recruitment events, actively manage pipeline of potential members, answers questions of all complexities for potential members and volunteers, provides training to volunteers and staff.
- **Volunteer Support:**
Answers questions and provides support of all complexities for Volunteers. Attends Service Unit meetings and support junior staff in doing the same. Provides training to volunteers and staff.
- **Customer Service:**
Foster a positive, inclusive, and welcoming environment, ensuring all interactions respect the diversity of members and volunteers.
- Perform other duties as assigned.

Qualifications:

- Advanced degree preferred.
- 2-3 years of experience in program delivery, customer service, or volunteer management.
- Advanced proficiency in CRM systems (e.g., Salesforce).
- Strong problem-solving, conflict resolution, and cultural competency skills.
- Ability to manage multiple projects independently and collaboratively.
- Commitment to DEI principles and continuous learning in this area.

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 work beyond assigned daily schedules as needed.
 - 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. (reasonable accommodations will be provided).
 - 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.
 - Strong adaptability, problem-solving, and cultural sensitivity.
 - Enthusiastic, self-motivated team player with a “*can-do*” attitude.
 - Commitment to the values of Girl Scouts, including diversity, equity, 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 creating a diverse, inclusive, and accessible 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.

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.
