

GIRL SCOUTS OF CALIFORNIA CENTRAL COAST JOB DESCRIPTION

TITLE: Chief Operations Officer - COO

REPORTS TO: Chief Executive Officer - CEO

Classification/FLSA Status: Full-time - Exempt

LOCATION: Council Wide

- **POSITION SUMMARY:** The Chief Operations Officer (COO) serves as a member of the executive team charged with managing all operations-related activities and day-to-day responsibilities of co-developing and administering the Council's strategic Plan. The COO is Accountable for ensuring achievement of Council overall strategic plan and responsible for the comprehensive design, development, and implementation of plans to extend and deliver the Girl Scout membership and program throughout the council's jurisdiction. Promotes Girl Scout visibility and strengthens the Girl Scout image in the community.

Essential Duties & Responsibilities

1. Develops and implements annual comprehensive operations plan in all areas, including membership, program and property to ensure membership growth and retention. Ensure that Girl Scouting is available and accessible to all segments of the population within the geographic area.
2. Analyzes market data on demographics, membership trends, and other available information to lead the charge in design or revise membership strategies and to determine girl and adult membership needs.
3. Ensures that delivery systems reflect the identified needs and interests of girls and adult volunteers; researches the needs of girls and communities within the region to assure that the Girl Scout program reflects identified needs and philosophy of Girl Scouting.
4. Provides direction and supervision to employed staff in the development and implementation of work plans and budgets for assigned geographic areas; supervises directors and membership staff in the recruitment, retention, and delivery of services to volunteers.
5. Integrates the work of the membership team to ensure consistent interpretation and delivery of the Girl Scout programs working in partnership with program and adult development.
6. Contributes to the council's planning process; specifically, in the development and administration of annual plans of work, budgets, individual performance appraisals, and annual organizational review.
7. Serves as a face of Girl Scouting by establishing and maintaining contacts with community organizations and educational institutions to market Girl Scouting and build collaborative programs and/or financial contributions.
8. Active participation in the development of environments that foster diversity, equity, inclusion, and access through words, actions, and attitude.
9. Performs other duties as necessary or assigned.

Education and Experience:

1. Bachelor's or higher or equivalent experience with eight years of directly related work experience, and at least six years of leadership experience. Advanced degree preferred.
2. Demonstrated ability to foster cross-functional collaboration, inclusion, and integration for Council success.
3. Proven record of managing others through strategic execution and goal achievement including at the C-Level.
4. Previous membership engagement experience strongly desired.
5. Strong interpersonal, written, and oral communication skills including public speaking skills required.

6. Proficient in Microsoft Office Word, spreadsheets, Outlook, and database systems (such as Salesforce).

Require Skills

1. Ability to work a flexible schedule including evenings and weekends.
2. Ability to leverage critical thinking skills to make impactful business decisions.
3. Travel throughout council jurisdiction up to 20% of the time.
4. Capability to provide own transportation and maintain valid operator license.
5. An inclusive leadership style, outstanding management skills.
6. Excellent writing and oral communication skills
7. Strong planning, organization, and financial skills.
8. Ability to provide seamless integration and coordination of effort among departments, programs, and services
9. Must successfully complete a criminal history background check.
10. Maintain throughout employment a valid CA driver's license and insured vehicle in good working order. Must provide a DMV printout and proof of insurance.
11. Successfully register as a member of GSUSA through Girl Scouts of California's' Central Coast.
12. Successfully complete a Live Scan and fingerprint background.

Physical Requirements:

1. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must be able to withstand:
2. Prolonged periods sitting at a desk and working on a computer.
3. Operate office equipment manually.
4. Must be able to lift and/or move up to 25 pounds at times.

Core Competencies

- Business First Mindset
- Critical Thinker
- Leadership and Stewardship
- Communicator
- Learning and Innovation
- Relational Intelligence
- Social Justice and Inclusion (DEI)
- Customer Centric
- Digital, Virtual and Technical Proficiency
- Financial Acumen

*Registration as a member of Girl Scouts California Central Coast.