



Director of Mission Delivery

Imagine joining a group of individuals – each with their own unique skills and passions, but united by a common purpose. Imagine yourself at Girl Scouts!

Our Mission. Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

Girl Scouts of California's Central Coast (GSCCC) is chartered by Girl Scouts of the USA to provide Girl Scouting in the counties of Santa Cruz, Monterey, San Benito, San Luis Obispo, Santa Barbara and Ventura Counties.

Girl Scouts of California's Central Coast is seeking career professionals committed to making a difference. Working with Girl Scouts – an organization with a solid history and a growing future – means working to your fullest potential in a dynamic and diverse environment.

Title:	Director of Mission Delivery
FLSA Status:	Exempt
Revision Date:	April 2022
Department:	Program
Reports to:	Chief Development Officer

General Summary:

The Director of Mission Delivery will spearhead the development of a comprehensive, multifunctional, integrated, and strategic plan for girl and volunteer member program engagement and the volunteer and girl experience. A key member of the Leadership Team, the Director of Mission Delivery participates in setting strategic program direction and implementing local and national initiatives. Developing and implementing a sustainable, scalable mission delivery model that enables GSCCC to significantly increase the number of girls participating in Girl Scouting's leadership development programs is a primary responsibility of this position.

Job Requirements:

- Provides direction and guidance to staff in determining and developing innovative, exciting, relevant, and inclusive programs throughout the Council
- Establishes strategies for building collaborative relationships with community organizations, agencies, and businesses to ensure support for the Girl Scout program efforts of the council within the communities we serve.
- Collaborates with Marketing to drive creative and robust marketing strategy for annual Girl Scout Leadership Experience plan to increase program registrations
- Develop and implement outcome measurement/evaluation methods to assess the quality and success of program offerings.
- Active participation in the development of environments that foster diversity, equity, inclusion, and access through words, actions, and attitude.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws:
 - Supervises department staff by providing training, support, communication, guidance and direction, as well as, recognizing achievements, evaluating performance of staff, addressing complaints, resolving problems and instituting disciplinary actions.
 - Provides direction that results in maximized productivity and excellent customer service.
- Develops and manages departmental budget and corresponding resource allocations.
 - In partnership with the fund development department, develop case statements for grant proposals when funds become available, ensure that programmatic obligations to funders are met.
- Provides leadership and management to the Program team. Ensures the team complies with and supports the GSUSA philosophy and the council policies, procedures, standards and business practices. Provides clear and consistent accountabilities and direction to staff teams, ensuring that ongoing coaching, feedback, and staff development is managed, resulting in a high-functioning team.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws:
- Provides leadership and support for department and organization as directed:
 - Develops department training materials.
 - Serves as project manager for department projects.
 - Identifies opportunities to create positive customer experiences.
 - Ensure girl and adult safety through education and promotion of safe practices and consistent interpretation of GSUSA and GSCCC policies, standards, and procedures.
 - Responds to all inquiries in a high quality, customer friendly and efficient manner that will yield overall customer satisfaction and ensure a professional image of the organization.
- Contributes to the overall success of the organization
 - Supports the achievement of the goals and objectives outlined in the council plan of work.
 - Conduct ongoing research for adapting the council's operations and processes to changing external environments. Identify opportunities for

- improved efficiencies and supervise the implementation of improvements to internal controls and operating procedures.
- Supports the organization's commitment to diversity of girls, volunteers and staff.
- Support council functions through promotion of council-sponsored activities, meetings, and volunteer opportunities. Promote the Girl Scout culture of philanthropy by cultivating and building relationships with donors
- Analyze community needs, demographic data, and membership statistics. Design and implement innovative approaches to outreach recruitment and determine the need for additional council services in collaborative programs as appropriate to meet the needs of the council.
- In partnership with the CEO, CDO, CFO, council operations and property team develop and maintain a risk management plan for all program operations; ensure all policies are carried out in compliance with local, state, federal and American Camp Association standards where applicable.
- Professional autonomy to expand on the job duties and responsibilities hired to successfully perform job duties while utilizing a high level of independent judgment and discretion required to complete the necessary job duties
- Performs other duties as necessary or assigned.

Qualifications:

- Bachelor's degree or equivalent managerial experience.
- Experience in developing and implementing youth programs
- Proficient in Microsoft Office including Word, spreadsheets, Outlook. Experience with database systems, such as Salesforce, preferred.
- Ability to communicate concepts and ideas clearly and effectively to staff and volunteers. Demonstrated written and oral communication excellence.
- Strong organizational and interpersonal skills. Strong attention to detail, skilled communication, and team building skills
- Demonstrated knowledge of, or willingness to learn, Girl Scout program, principles, and standards.
- Ability to work with and manage a diverse group of staff, volunteers, and vendors

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance.

Team Work - Gives and welcomes feedback; Contributes to building a positive team spirit; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

Leadership - Inspires and motivates others to perform well; Inspires respect and trust; Provides vision and inspiration to peers and subordinates; Displays passion and

optimism; Mobilizes others to fulfill the vision.

Strategic Thinking - Develops strategies to achieve organizational goals; Analyzes market and competition; Adapts strategy to changing conditions.

Innovation - Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Develops realistic action plans.

Cultural Competencies:

Girl Scouts of California's Central Coast is committed to a culture that fosters a workplace that is open and inviting to our staff and members. We at Girl Scouts of California's Central Coast live by the following Guiding Principles. Specific skills and competencies related to each of our Guiding Principles is in a separate "Cultural Competencies" document. We expect all members of our staff to embody and develop these competencies.

- **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!

Requirements:

- Ability to regularly work more than 40 hours a week; ability to work a flexible schedule, including evenings and weekends. Some overnight travel is required.
- Ability to have daily access to reliable personal transportation for work.
- Ability to travel in a car as a driver or a passenger for long periods.
- Ability to lift, push or pull up to 25 lbs., including lifting that weight in and out of a vehicle truck and similar tasks.
- Ability to stand for extended periods of time, bend and squat, and to walk over rough ground.
- Ability to sit and work at a computer display for extended periods.
- Must successfully complete a criminal history background check.
- 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.
- Maintain membership with the Girl Scouts of the USA.

Location(s): Ventura

To Apply:

If your work experience matches the qualifications for this position, please send your resume and your cover letter by emailing **careers@girlscoutscsc.org** along with a description of why you feel you are the best fit for this position. The subject line of the email should read **[Title of the position] – [your name]**.

The statements herein are intended to describe the general nature and level of work performed by employees but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

GSCCC is an Equal Opportunity Employer committed to diversity.