



## Program Center Manager

**Are you a people person? Love helping others? Love Girl Scout cookies? Do you want to help build girls of courage, confidence, and character...so they can make the world a better place?**

**If you answered YES! Then have we got a career for you!**

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.

**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.

<b>Title:</b>	Program Center Manager	
<b>FLSA Status:</b>	Exempt	
<b>Salary Range:</b>	\$64,480 to \$68,000	<b>(FULL TIME)</b>
<b>Revision Date:</b>	August 2024	
<b>Department:</b>	Program Centers	
<b>Reports to:</b>	CEO	

### General Summary:

The Program Center Manager oversees all activities in the Castroville Program Center and supports the tri-counties of Monterey, Santa Cruz, and San Benito. This role includes attaining KPIs in membership recruitment, retention, program delivery (both in-house and vendor-led), and educational outreach within schools. Additionally, this person will manage all marketing efforts to support the Program Center and the staff reporting to it. This position works collaboratively with other departments to ensure the achievement of council goals.

## **Essential Job Responsibilities:**

### **Program and Membership Management:**

- Manage and retain adult volunteers and girl members in the Castroville Program Center and the tri-counties of Monterey, Santa Cruz, and San Benito.
- Develop and deliver quality events, curricula, and additional resources driven by educational needs.
- Ensure adherence to the Girl Scout Leadership Experience philosophy and council policies.
- Mentor and support adult volunteers to ensure effective program and service delivery.
- Coordinate program delivery with internal teams and external educational partners.
- Develop and implement strategies to achieve KPIs in membership recruitment and retention.
- Optimize the use of technology (e.g., Salesforce) to enhance customer service management.
- Cultivate relationships with school leaders, educational organizations, and community groups to support program growth.
- Prepare and present reports on program activities and membership data..

### **Educational Outreach and School Partnerships:**

- Develop and maintain strong relationships with schools and educational institutions in the area.
- Coordinate the integration of Girl Scout programs into school curriculums and extracurricular activities.
- Organize and lead educational workshops, seminars, and events in collaboration with schools.
- Act as a liaison between the council and local schools to promote Girl Scouting opportunities.

### **Marketing and Communication:**

- Manage all marketing efforts to support the Castroville Program Center.
- Collaborate with the marketing team to develop and implement promotional strategies.
- Promote council-sponsored activities, meetings, and volunteer opportunities.
- Support the Girl Scout culture of philanthropy by building relationships with donors.

### **Staff Management and Development:**

- Supervise and support staff at the Castroville Program Center.
- Provide training, guidance, and direction to staff, recognizing achievements and addressing performance issues.
- Develop and maintain training materials for staff and volunteers.
- Foster a positive and productive work environment.
- Ensure compliance with council policies and applicable laws.

## Qualifications:

- Bachelor's degree or at least five years equivalent experience in a related field such as retail management.
- Strong oral and written communication skills, including communicating concepts and ideas clearly and effectively to staff and volunteers by phone, e-mail, and in person.
- Proficient in Microsoft Office products, including Word, Excel, and Outlook, customer relationship management systems, and other software applications relevant to the position.
- Willingness to learn and adapt to new systems. Experience with working in Salesforce is a plus.
- A self-starter who can work independently with minimal oversight and take initiative; is flexible, adaptable, self-managed, organized, and has strong attention to detail.
- Experience in building sustainable relationships with internal and external customers through open and interactive communication.

## 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!

## Skill Set Requirements:

- Flexibility to work occasionally more than the assigned daily work schedule.
- Ability to work a flexible schedule, including evenings and weekends. Occasional 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 maintain a professional appearance and demeanor.
- Adaptability to solve problems in a tactful and diplomatic manner.
- Ability to manage change and make continuous improvements.
- 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 license and an insured vehicle in good working order.
- Adaptability to being an enthusiastic, professional and self-motivating, with a 'can-do' attitude' team player.
- Adaptability to be a Go-Getter, an Innovator, a Risk-Taker, and a Leader.
- Maintain membership with the Girl Scouts USA.

**Location:**

- Castroville, Monterey County

**To Apply:**

If your work experience matches the qualifications for this position, please send your resume and your cover letter by emailing **careers@girlscoutsgccc.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.**