



Program Specialist

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:	Program Specialist
FLSA Status:	Non-Exempt – Full Time
Department:	Program
Reports to:	Sr. Director of Programs

General Summary:

Program Specialist works with the Program Department to assist in achieving the council's overall membership and retention goals for girls by development, coordination, and delivery of quality programs, events, curricula, and related resources as driven by market needs and program grant specifications. They will be responsible for supporting and retaining adult volunteers and girl members by developing and maintaining partnerships, developing and delivering programs and resources to assist volunteers in their work with girls. This position will work cross-functionally with other departments to ensure achievement of the goals of GSCCC.

Essential Job Responsibilities:

- Assists in achieving the council's membership and retention goals for girls by development, coordination and delivery of quality events, curricula, and additional resources as driven by market needs.
- Cultivates and maintains relationships and program partnerships with community leaders, organizations, and businesses to support council's program strategies.
- Facilitates customized program experiences within assigned curriculum to meet the needs of troops and interests of girls, offered in both in and out of our program centers.
- Facilitates virtual programs, day Camp programs, pop up programming, and journey events working in collaboration with the Sr. Director of Program.
- In partnership and under the direction of the Sr. Director of programs cultivates community relationships that offer unique opportunities to meet the interest of today's girls and to enhance year-round program offerings.
- Assists in the development and implementation of council plans to continually evaluate girl outcomes and program results.
- Ensures that program activities are consistent with the Girl Scout mission; ensures Girl Scouts welcomes all girls and adults by embodying the Girl Scout way of diversity and inclusiveness.
- Can manage groups of 10 to 100 girl members (within girl/adult ratios) to deliver activities in a safe and fun way.
- Assist with implementation and management of marketing plan to increase attendance in programs, updates website and calendar activities.
- Assists with daily operations of council retail shop during assigned retail days.
- Assist with clerical duties such as data entry, customer service, and report preparation as assigned and needed.
- Assist with all program cases in Salesforce and provides support for knowledge articles, problem solving and conflict resolution in a timely manner.
- Serves as registration support for all programs in DK.
- Collect notes from Program Department on all GSUSA webinars and other meetings and trainings weekly to provide to the Executive Assistant to the CEO.

- Performs other duties as assigned.

Qualifications:

- 1-3 years of equivalent related work in office or program administration
- Demonstrated ability to maintain confidentiality
- Ability to manage a multi-project workload; exercise initiative and meet deadlines
- Excellent interpersonal skills required; ability to interact with girls, staff, volunteers and parents in a professional manner.
- Excellent verbal and written communication skills
- Demonstrated ability to prepare and organize information
- High level proficiency with Microsoft Office Suite
- Knowledge of the Girl Scout Leadership Experience (GSLs)
- Experience with Salesforce and other database software preferred.
- Work schedule will occasionally include evenings and weekends

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:

- Must be able to attend mandatory training and staff meetings as scheduled.
- Ability to manage to make continuous business changes and improvements, and document.
- Ability to be a motivator, resourceful self-starter, and detail-oriented
- Adaptability to solve problems in a tactful and diplomatic manner.

- Adaptability to being an enthusiastic, professional and self-motivating, with a 'can-do' attitude' team player.
- Ability to maintain a professional appearance and demeanor.
- Ability to work more than assigned work schedule occasionally.
- Ability to travel with the GSCCC geographic area.
- Ability to sit and work on a computer display for extended periods.
- Adaptability to embrace the Girl Scout Promise and Law.
- Adaptability to be a Go-Getter, an Innovator, a Risk-Taker, and a Leader.

JOB DESCRIPTION ACKNOWLEDGEMENT

- The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Supervisor / Manager Signature

Date

ACKNOWLEDGED: Employee Signature

Date