



Volunteer Support Manager

**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!**

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 council 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:	Volunteer Support Manager
FLSA Status:	Non-Exempt
Revision Date:	August 2021
Department:	Volunteer Support
Reports to:	Director of Customer Care

General Summary:

The Volunteer Support Manager is responsible for managing and retaining adult volunteers and girl members in an assigned geographic area by providing mentoring, developing and delivering resources, and developing and maintaining partnerships to assist volunteers in their work with girls. This position works collaboratively with other departments to ensure achievement of council goals.

Essential Job Responsibilities:

Manages Volunteers and General Membership:

- 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.
- Ensures volunteers follow and adhere to the Girl Scout Leadership Experience philosophy and the council's policies, procedures and standards.
- Mentors adult volunteers to work with girls in an assigned program grade-level area to ensure delivery of program and services to girls.

- Monitors and provides management for problem solving and conflict resolution in a timely manner.
- Manages functions of the call center process: answers, problem-solves, manages and responds appropriately to all inquiries including, but not limited to email, phone, and walk-in customers.
- Optimizes the use of technology (including the customer relationship management system) in providing customer service management for volunteers.
- Works with cross-functional teams to determine or develop innovative strategies to ensure the effective delivery of customer service to members and volunteers.
- Cultivates relationships with appropriate community leaders, organizations, and businesses to manage retention efforts.
- Ability to multi-task providing retail support as part of the workweek.
- Performs other duties as assigned.

Manages Service Unit Teams:

- Provides management support to Service Unit teams to enable volunteers to carry out the responsibilities of their positions effectively.
- Establishes the appropriate volunteer management team to meet goals by recruiting, selecting, appointing, and supervising Service Unit volunteers in assigned geographic areas.
- Works closely with Service Unit Treasurers to ensure volunteers are adhering to GSCCC fiscal policy. Assists Service Units in developing yearly budgets.
- Identifies the need for and provides timely problem solving and conflict resolution manage/intervention when appropriate.
- Is accountable for meeting or exceeding an annual membership retention goal for girl and adult members.
- Keeps current on product sales program information and manages training and messaging that is provided to Service Unit volunteers. Provides product sales program team with essential Service Unit information to manage product sales program.
- Mentors Service Unit teams to work effectively with girls in assigned geographic areas to ensure delivery of program and services to girls.
- Prepares a variety of reports to assist the Service Unit team in meeting their goals and objectives.
- Promotes and assists with council program, activities, public relations and fund development endeavors.
- Provides customer service and follow-up with volunteers as requested.
- Provides ongoing management, supervision, and direction to administrative volunteers in assigned geographic areas by interpreting Girl Scouts of the USA and council policies, standards, and procedures and by directing volunteers to additional management services.
- Serves as the main point of contact for Service Unit volunteers and acts as a liaison to distribute information to council staff and to guide volunteers to additional services and resources.

- Manages the council's volunteer management system including the recruitment, screening, selection, placement, development, training, recognition, and re-assignment of Service Unit volunteers.
- Works inter-departmentally to ensure council wide goals are met.
- Performs other duties as assigned.

Qualifications:

- Associate degree or equivalent experience working with volunteers and/or youth.
- Bi-lingual (English – Spanish) is required
- Public speaking experience – this position is a critical spokesperson for the council and should always be aware that the position is speaking on behalf of the council. A requirement of this position is to become a subject matter expert in one or more levels of the Girl Scout program.
- Strong oral and written communication skills, including the ability to communicate 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 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 of trust with internal and external customers, through open and interactive communication.
- Experienced in developing and directing Girl Scouts membership growth, membership retention and expansion, as well as sustaining member relationships.

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: Ventura

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.