



## 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 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.

<b>Title:</b>	Program Specialist
<b>FLSA Status:</b>	Non-exempt
<b>Revision Date:</b>	March 2023
<b>Department:</b>	Camp Arnaz
<b>Reports to:</b>	Senior Director of Camp Arnaz

### General Summary:

The Camp Arnaz Specialists will provide a range of maintenance, equine care, and program development support at Camp Arnaz. Under the direction of their respective supervisors, they will ensure that Camp Arnaz operates efficiently, maintaining clean, safe, healthy, effective, and efficient properties and programs.

### Essential Job Responsibilities:

- Maintain camp property and equine facilities in good repair for use by council volunteers, members, visitors.
- Perform preventative and restorative maintenance, including plumbing, carpentry, electrical, and painting tasks.

- Specific equine duties include cleaning stalls, feeding horses, water trough maintenance, pasture, and corral/fence maintenance.
- Participate in and assist with program activities located on camp, ensuring a high-quality experience for girl scouts.
- Maintain grounds, ensuring properties are free of litter and debris.
- Provide customer service to guests on Girl Scout property and participate in special events as needed.
- Communicate effectively with supervisor about any abnormal or malfunctioning equipment.
- Uphold program quality expectations, ensuring all relevant safety regulations and standards are followed.
- Always ensure the safety and well-being of campers and horses.
- Help campers have fun, take risks, make friends, resolve conflicts, and develop skills.
- Provide encouragement to all campers and motivate them to participate in new/challenging activities.
- Provide compassionate, respectful, and honest guidance/support to campers when they misbehave.
- Recognize and respond to opportunities for problem solving in the group.
- Provide First Aid to campers and staff as needed within counselor scope of practice.
- Works with cross-functional teams to determine or develop innovative strategies to ensure the effective delivery of customer service to members and volunteers.
- 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:**

- Strong leadership skills and decision-making abilities
- Ability to work with girls aged 6 to 18 in an enthusiastic and positive manner.
- 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.
- 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.

### **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!

### **Skill Set 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.

### **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.

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**ACKNOWLEDGED: Supervisor / Manager Signature**

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**Date**

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**ACKNOWLEDGED: Employee Signature**

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**Date**