

**TITLE:** Volunteer Specialist  
**REPORTS TO:** Volunteer Support Manager  
**CLASSIFICATION:** Full-Time, Non-Exempt (35 hour workweek)  
**COMPENSATION:** \$18.75 - \$21 per hour  
(negotiable based on experience)  
**LOCATION:** Chesapeake, VA  
**POSTED:** September 27, 2021  
**CLOSING:** Until Filled



*Excellent benefit package including medical/dental insurance, health savings account, complimentary life insurance, discounted Aflac benefits, 403b/Roth with match, and a generous leave program starting your first day of employment.*

## **ABOUT OUR ORGANIZATION**

We are one of 111 councils chartered by Girl Scouts of the USA, the world's leading organization dedicated solely to girls, where, in an accepting and nurturing environment, girls build character and skills for success. In partnership with caring adults, girls develop qualities to serve them all their lives: strong values, social conscience, and conviction about their potential and self-worth. We serve nearly 8,000 girls throughout southeastern Virginia and northeastern North Carolina. With the guidance of nearly 5,000 dedicated and trained volunteers, girls discover the fun, friendship, and power of girls together. From exploring science, technology and the environment to learning about healthy living, anti-bullying and financial literacy, girls are given opportunities to be challenged and learn new skills.

## **SUMMARY OF POSITION**

The volunteer specialist is responsible for providing support to volunteers (troop, service unit or administrative teams and committees) within an assigned geographic or functional area. They are responsible for supporting the implementation of innovative strategies and effective service for supporting girl and adult membership through the service unit structure.

## **ACCOUNTABILITIES**

- Provide volunteers with advice and support in all facets of the volunteer management system including recruitment, placement, training, retention, recognition and evaluation.
- Proactively work to retain members by organizing, implementing and promoting girl and volunteer renewal and be responsible for specific retention goals in a geographic area.
- Interpret the Girl Scout Leadership Experience, Volunteer Essentials, council policies and safety procedures for the effective delivery of the Girl Scout Leadership Experience.
- Collaborate on the development of innovative strategies for supporting girl and adult membership through the troop and service unit structure.
- Appoint and mentor administrative volunteers. Collaboratively identify volunteers for appointment to additional volunteer roles.
- Attend community volunteer meetings (some evenings and weekends required).
- Assist in planning, promoting and executing of volunteer conferences and recognition events.
- Promote volunteer trainings, girl programs, events, camp, travel, and troop volunteerism to volunteers, girls, families and community members.
- Contact leaders of newly formed troops to offer support, and visit new troops as needed to provide support and oversight of quality.

- Reorganize troop leadership in conjunction with recruitment and conversion teams when troop volunteers resign or are removed.
- Mediate volunteer relationships when necessary, and appropriately report more sensitive issues to senior staff.
- May facilitate, develop or record volunteer trainings as needed.
- Actively support and promote the Council's commitment to excellent customer service, membership growth, community visibility, fundraising, diversity, and safety.

***In addition to the above duties, incumbents may become functional experts in the following areas:***

***Troop Expert***

- Mentor adult volunteers to work with girls in assigned grade level.
- Coordinate extended travel requests.
- Counsel volunteers on the purchase of appropriate travel insurance.

***Girl Awards Expert***

- Serve as staff liaison to the Gold Award Volunteer Committee.
- Coordinate Girl Scout Girl Award (Bronze, Silver, Gold) trainings, workshops, and events.
- Coordinate recognition and acknowledgement of girls earning Girl Scout Girl Awards.

***Volunteer Events Expert***

- Coordinate and ensure consistency and quality of volunteer recognition programs across the Council.
- Serve as staff liaison to Volunteer Recognition Committee.
- Assist service units in coordinating volunteer recognition events.

**QUALIFICATIONS**

***Education, Experience, & Certifications***

- Bachelor's degree in a related field or equivalent professional experience.
- Minimum of 1 year experience working with volunteers with proven retention results.
- Must have volunteer management experience.
- Knowledge of Girl Scouting preferred.

***Skills & Competencies***

- Excellent technical computer skills in Microsoft Office including Word, Excel, Outlook, and customer relationship management systems (Salesforce preferred). Ability to learn new software as required.
- Ability to project a high level of professionalism while networking in the public arena. Ability to speak passionately and with conviction about the organizational mission and its importance to the public.
- Understand the functions of volunteers and monitor use of volunteers within existing constraints and guidelines.
- Knowledge of the procedures, tools, and legal issues associated with supervising and supporting adult volunteers.
- Ability to analyze information, formulate work plans, articulate goals and produce required statistical reports.
- Demonstrated reasoning and negotiation skills to identify and resolve conflict.
- Ability to clearly communicate both verbally and in writing.
- Ability to work independently and prioritize work while managing multiple deadlines.
- Demonstrates a commitment and ability to interact with diverse populations.

***Additional Requirements***

- Ability to work a flexible schedule including evening and weekends.
- Ability to travel throughout Council jurisdiction.
- Must have personal transportation, possess a valid driver's license, personal auto insurance, and meet the Council insurance company's requirement for coverage.
- Subscribe to the principles of the Girl Scout Movement and become a registered member of GSUSA.
- Successfully pass background investigation.

**PHYSICAL DEMANDS & WORK ENVIRONMENT**

The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 25 pounds. The employee must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures, extensive reading, and driving. Occasional high stress work may be required in dealing with volunteers/staff. Evening and/or weekend work is frequently required.

**APPLICATION INSTRUCTIONS**

Visit <http://www.gscoc.org/en/our-council/employment.html> to complete an online application or email resume to [hr@gscoc.org](mailto:hr@gscoc.org). Equal Opportunity Employer

