

TITLE:	Volunteer Support Manager
REPORTS TO:	Volunteer Support Director
CLASSIFICATION:	Non-Exempt, Full-Time (35 hour workweek)
COMPENSATION:	\$23-\$25 per hour
LOCATION:	Chesapeake, VA
POSTED:	April 23, 2019
CLOSING:	Until Filled

ABOUT OUR ORGANIZATION

Girl Scouting builds girls of courage, confidence, and character who make the world a better place. We are one of 112 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. Headquartered in Chesapeake, Virginia, Girl Scouts of the Colonial Coast serves almost 12,000 girls in grades K-12 throughout southeastern Virginia and northeastern North Carolina. With the guidance of dedicated and trained volunteers, girls discover the fun, friendship, and power of girls together.

SUMMARY OF POSITION

The volunteer support manager is responsible for providing management oversight of troop and service unit volunteers to achieve Council-wide retention goals. They are responsible for providing leadership in the development of innovative strategies, effective service, and conflict resolution for supporting girl and adult membership through the service unit structure.

ACCOUNTABILITIES

- Create innovative strategies and effective services for supporting girl and adult membership to achieve Council-wide retention goals.
- Responsible for volunteer service oversight and resolution of escalated conflict issues.
- Oversee and direct girl awards (Bronze, Silver, Gold, etc) and extended travel approval process.
- Provide direction and guidance to staff in determining and developing innovative strategies to ensure the effective training and support of troop leaders and service unit volunteers.
- Manage the work to support and evaluate service units so that units are high-functioning and meeting requirements and expectations.
- Utilize volunteer management system reporting to track and monitor performance, cases, and tasks to ensure consistent progress to achieve goals.
- Promote the Girl Scout Leadership Experience (GSLE) through the use of the Volunteer Toolkit (VTK) and other planning tools.
- Provide interpretation of GSUSA initiatives and national and local trends affecting girls throughout the Council jurisdiction.
- Ensure the effective flow of communication between service unit volunteers and staff. Oversee the effective brokerage and access to additional support services and resources.
- Keep current on product program information and supports training and messaging that is offered to service unit volunteers.
- Participate in the department goal-setting, budgeting, and planning process. Manage associated budget(s), work plans and goals.
- Exercise management, operational, and budgetary oversight in all areas of accountability.
- Lead, motivate, and retain a high performing staff. Evaluate and manage team performance. Ensure full team effort, optimal productivity levels, and attainment of team/individual goals.
- Ensure product sales team is provided with essential service unit information to support product sales program.
- Provide interpretation of GSUSA initiatives and national and local trends affecting girls throughout the Council jurisdiction.

- Actively support and promote the Council's commitment to excellent customer service, membership growth, community visibility, fund raising, diversity, and safety.

QUALIFICATIONS

Education, Experience, & Certifications

- Bachelor's degree in a related field or equivalent professional experience.
- Minimum 3 years' experience with proven recruitment and customer engagement results.
- Must have supervisory experience leading a professional team.
- 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.
- Demonstrated reasoning and negotiation skills to identify and resolve conflict.
- Ability to clearly communicate verbally and in writing.
- Demonstrated experience in the development and administration of budgets.
- Ability to analyze information, formulate work plans, articulate goals, and produce required statistical reports.
- Ability to work independently and prioritize work while managing multiple deadlines.
- Demonstrated 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 submit resume and salary history to:

Girl Scout Council of Colonial Coast, Human Resources
912 Cedar Road, Chesapeake, VA 23322

Phone: 757-547-4405, Fax: 757-547-1872, Email: hr@gscoc.org

Equal Opportunity Employer