



Girl Scout Council of the Southern Appalachians (GSCSA)

Job Title: Volunteer Development Manager
Department: Mission Delivery
Location: Chattanooga
FLSA Status: Exempt

Here at GSCSA, we each consistently follow the Girl Scout Law and Girl Scout Promise in our daily lives. We thrive in a fast-paced and changing environment.

To apply for position, please email resumé and cover letter/email to careers@girlscoutcsa.org. Alternately, a resumé and cover letter may also be mailed to Human Resources, Girl Scout Council of the Southern Appalachians, 1567 Downtown West Blvd., Knoxville, TN 37919. Please note job title in your email subject line or in your cover letter.

Deadline to apply is 4:30 p.m. (Eastern) on Monday, August 17, 2020, or until position is filled. Background check and drug test required.

BASIC JOB FUNCTION

Under guidance of the Director of Girl Experience, the Volunteer Development Manager collaborates with external partners, Girl Scouts of the USA, and all Council teams to design, develop, and deliver highly effective training content to improve volunteer, parent, and girl member satisfaction and retention.

JOB QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

MINIMUM JOB REQUIREMENTS

- Bachelor's degree (or higher) in education, business, English/communications, or a related field. (Significant professional experience in training/education may substitute for degree.)
- At least two years of experience in creating and/or delivering training to adults.
- Valid Driver's License with personal transportation.
- Experience with Girl Scout Leadership Experience (GSLE) preferred but not required at entry.
- Maintenance of Girl Scout membership throughout employment. (Adult Girl Scout members may be female or male.)

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to role model GSCSA culture.
- Ability to embrace change and strive for continual professional development.
- Knowledge of the principles and practices of adult education (with particular focus on different adult learning styles and preferences).
- Knowledge of the principles of inclusion and their application to learning.
- Knowledge of best practices to maintain girl and adult (physical and emotional) safety within training environment.
- Knowledge of Girl Scout Leadership Experience, program components, and outcomes (or ability to learn quickly upon job entry).
- Strong interpersonal skills.
- Strong organizational skills.
- Strong customer service skills.
- Demonstrated collaborative, management, and interpersonal skills.
- Strong written and oral communication skills, including persuasive communication.
- Effective leadership/volunteer development skills.
- Ability to develop and deliver strong training presentations (in a variety of media formats).
- Ability to collaborate with subject matter experts to develop highly effective training.
- Ability to train and facilitate groups of all sizes.
- Ability to prioritize multiple projects and meet deadlines successfully.
- Ability to speak in public with confidence and professionalism.
- Ability to consult with and coach, educate, and advise staff, volunteers and other GSCSA customers on best practices and strategies for volunteer talent management and retention.
- Ability to use Microsoft Office and Customer Relationship Management software effectively.
- Ability to maintain confidentiality with sensitive information.
- Ability to format and proof publications in accordance with the Girl Scout brand.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sufficient eye-to-hand coordination to successfully operate a computer keyboard.
- Sufficient visual acuity to make appropriate judgments with regard to written materials.
- Ability to communicate orally and in writing.
- Ability to exert up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Ability to work extended hours, nights, and weekends as necessary to conduct and/or observe volunteer and staff training.
- Significant ability to travel within Council service area and work in a mobile environment as needed.
- Other demands, as determined by the Council.

KEY RESPONSIBILITIES

Lead Generation & Recruitment

- Ensures service unit volunteers receive development in skills necessary to play a key role in community development, membership growth, and quality program delivery.

Conversion, Placement, and New Member Engagement

- Ensures new volunteer onboarding prepares volunteers adequately for family engagement, financial management, safety and risk management, program delivery, and usage of the volunteer toolkit.

Service Delivery, Troop Support, and Renewal

- Uses voice of the customer, retail, and program data to analyze and determine training needed so that volunteers consistently deliver high quality Girl Scout program.
- Collaborates with Director of Girl Experience to formulate and manage volunteer training and program-related policies and procedures and to makes changes based on independent judgement.
- Uses volunteer onboarding survey, training surveys, and voice of the customer data to analyze and determine effectiveness of existing volunteer training and development programs and make changes as needed to improve volunteer knowledge, satisfaction, and retention.
- Ensures revisions to national resources, including volunteer essentials and safety activity checkpoints, are also made to local volunteer resources.
- Ensures ongoing volunteer enrichment deepens volunteer confidence in family engagement, financial management, safety and risk management, program delivery, and usage of the volunteer toolkit.

- Ensures additional development opportunities are provided to volunteers in the content areas of membership growth, conflict management, STEM and outdoor skills, travel progression and planning, supporting girls who work toward high awards, and effectively supporting with tweens and teens.

Resource Management

- Collaborates with Director of Girl Experience to ensure staff certifications are up to date for First Aid/CPR/AED, USA Archery Level I, Lifeguarding, ACCT Certification, Small Craft Safety, AHA Certification, and other certifications as required.
- Provides “train-the-trainer” training to staff and volunteers for content developed. Consults with the Human Resource Manager on necessary staff training.
- Serves as lead for council volunteerism initiatives, including:
 - develops content for strategic initiatives related to volunteer development as determined by the CEO.
 - Oversees annual development of sessions and content for GSCSA Leadership Summit, including extensive use of program partners and outside experts for content delivery.
- Serves as council lead for national volunteerism initiatives, including:
 - keeps resource content relevant and updated and meets or exceeds goals for troop usage rates for the volunteer toolkit.
 - ensures volunteers receive communication and training on new or revised girl program content and initiatives.
 - ensures volunteers gain access to national volunteer webinars, as appropriate for their volunteer roles.
 - Ensures full implementation of gsLearn to staff and volunteers, including assignment and tracking completion of nationally-developed courses and learning paths.
 - Ensures development of recorded, on-demand content for upload to gsLearn that fulfills council needs for volunteer learning, including but not limited to new troop orientation, outdoor training, product programs, and troop banking.
 - manages the local approval process for national adult awards in Girl Scouting.

Other

- Coordinates with communications team to ensure consistent branding of GSCSA training materials.
- Participates fully in cross-functional assignments for the Council’s key performance indicators (including, but not limited to, recruitment, retention, philanthropy, and product).
- Follows established procedures pertaining to Customer Engagement Initiative that support both team and cross functional goals.

- Provides an exceptional customer service experience to both internal and external customers through timely communication, follow-up and problem-solving.
- Other duties as assigned.

The Girl Scout Council of the Southern Appalachians (GSCSA) is headquartered in Knoxville, Tennessee, and has offices in Chattanooga and Johnson City, Tennessee. The Council serves 46 counties in East Tennessee, Northwest Georgia, and Southwest Virginia. At GSCSA, we believe that every girl has unique value and potential in the world. The Girl Scout environment must be an emotionally safe, learning community that fosters fun, cooperative play, and collaborative learning.