



GIRL SCOUTS—DAKOTA HORIZONS

Position Title:	Member Support Lead
Location:	Regional
Position Classification:	Full Time/Non-Exempt
Reports To:	Sr. Regional Director
Approved By:	Chief Human Resources and Risk Officer
Direct Reports:	None

Position Summary:

The Member Support Lead coordinates the day-to-day functions for specific regional office(s) related to office coverage, in-office customer escalations, and property maintenance. In addition, role is responsible for the stewardship, support, experience and retention of assigned service unit members and volunteers and signature program execution responsibilities. Role is responsible to coordinate, implement and successfully execute product sales program for assigned service units according to council strategy and GSUSA guidelines.

Major Accountabilities-Member Support

1. Cultivates relationships with appropriate community leaders, organizations, and businesses to support retention efforts
2. Arrange and facilitate product sales trainings for assigned service units. View reports and monitor trends related to product sale and make and execute on recommendations and strategies to meet or exceed.
3. Encourage, coach, train, onboard, and continuously mentor volunteers. Conduct touchpoint meetings with each assigned service unit Provide escalated conflict support and resolution as requested by Sr. Regional Director.
4. Ensure that programs in the Troop Pathway are executed at the local level in alignment with the GSLE five outcomes and three processes
5. Executes on signature and other council-wide programs, activities, and cultivates community partnership leads
6. Coordinate support and resources for existing and new volunteers after placement and onboarding
7. Monitor assigned service unit troops and participation in order to provide feedback that maintains troop and volunteer opportunity catalogs
8. Respond to troop and volunteer questions professionally and within 24 hours. Enter info into Salesforce and encourage utilization of member services support center as appropriate. Process volunteer forms in accordance with council procedures and timeframes.
9. Meet and engage with service units in order to meet or exceed council expectations
10. Improve volunteer retention and satisfaction rate as measured via the annual survey and lead renewal process in assigned service units.

Major Accountabilities-Council

1. Coordinate property maintenance under the direction of the Senior Regional Director.
2. Coordinates council meetings, training sessions and other activities as requested

3. Maintains property rental schedule and usage for location
4. Track and maintain office/building supplies and inventory
5. Coordinate regular maintenance of office machines and maintenance agreement
6. Assist with administrative property upkeep, contacting vendors for service and/or maintenance, requesting bids, etc., and periodic safety inspections, i.e. fire extinguishers, smoke alarms under the direction of the Senior Regional Director
7. Responsible for ensuring regular maintenance of council vehicles, including oil changes, tire rotation and cleaning under the direction of the Senior Regional Director
8. Works with Senior Regional Director to ensure setup of work space for new staff
9. Trains new staff on proper usage of copiers and all other common office equipment
10. Ensure established onboarding and training requirements are met within assigned service units.
11. Responsible for maintaining professional appearance of common areas
12. Improve volunteer retention and satisfaction rate as measured via the annual survey

Major Accountabilities-Leadership

1. Demonstrate service excellence and positive interpersonal relations in dealing with others including staff, Board, and community members, so that productivity and positive relations are maximized
2. Actively and consistently demonstrates the Girl Scouts norms by holding self accountable for results, holding the whole, assuming good intent, taking in ideas without judgment, embracing conflict and disagreement, speaking truth in a constructive way with a goal for mutual resolution, and staying focused on our mission.

Qualifications:

1. Associate's Degree preferred or equivalent experience
2. Demonstrated passion and enthusiasm for the Girl Scouts Mission as well as for customer advocacy. Strong sense of urgency and results-orientation are required
3. Exceptional written, verbal, listening and interpersonal skills with the ability to be diplomatic, persuasive, and build support and commitment
4. Ability to work a flexible schedule that includes some travel, night and weekend hours as needed.
5. Valid driver's license with access to reliable personal transportation which is properly licensed and insured.
6. Actively and consistently demonstrate the Girl Scouts norms and culture.
7. Ability to maintain active, paid membership in GSUSA annually.
8. Ability to maintain regular and consistent attendance.

Working Conditions/Physical and Safety Requirements:

1. This position will work in normal business office environment conditions
2. Must be able to lift and carry up to 30 lbs
3. Must be able to successfully complete required pre-hire criminal background screening

4. Required to perform tasks while sitting at a desk, using normal hand dexterity on a regular basis. Mobility is required, including standing, moving about, and sitting

Employee Signature

Date

Manager Signature

Date

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.