



## GIRL SCOUTS—DAKOTA HORIZONS

<b>Position Title:</b>	Member Support Specialist (Retail Point)
<b>Location:</b>	Regional
<b>Position Classification:</b>	Full Time/Non-Exempt
<b>Reports To:</b>	Sr. Regional Director
<b>Approved By:</b>	Chief Human Resources and Risk Officer
<b>Direct Reports:</b>	None

### Position Summary:

The Member Support Specialist role is responsible for the support, experience and retention of members and volunteers and program execution responsibilities. In addition, role is responsible to coordinate, implement and successfully execute product sales program for assigned service units according to council strategy and GSUSA guidelines, and is point person for retail operations within specific service center.

### 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, and continuously mentor volunteers. Provide conflict support and resolution. Ensure established onboarding and training requirements are met within assigned service units.
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. Supports execution of signature and other council-wide programs, activities, and cultivates community partnerships
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. Ensure established onboarding and training requirements are met within assigned service units.
11. Improve volunteer retention and satisfaction rate as measured via the annual survey and lead the renewal process for assigned service units.

### **Major Accountabilities-Retail**

1. Effectively monitor, evaluate and control inventory stock levels by strategizing and communicating with the Sales Coordinator and Vice President of Sales to ensure the availability of adequate stock for troops and council events/activities, seasonal and special needs of customers.
2. Promote sales and services provided by the council. Provide high quality customer-centric service to all internal and external customers (employed staff, volunteers, Girl Scout Members, etc.) by portraying a positive image of the council and Girl Scouting.
3. Daily upload and proper reporting of POS transactions, weekly and monthly reporting of receipts and transfers according to directions from Sales Coordinator and Vice President of Sales.
4. Collaborate to execute annual inventory for service center location.

### **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

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Employee Signature

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Date

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Manager Signature

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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.