

# Service Unit Manager

**Purpose:** The Service Unit (SU) Manager serves as a knowledgeable, positive and encouraging source of support for the entire Service Unit Team and enthusiastically engages others in carrying out the team's plans for membership development and delivery of a quality Girl Scout experience.

**Term of appointment:** The SU Manager is appointed for a 1 year term that is renewable upon re-election by the service unit and adherence to Girl Scouts—Dakota Horizons and GSUSA policies and procedures. This position requires an average of 3 hours per week.

**Requirements:** All volunteers are required to be registered members, successfully pass a criminal background check and follow the Girl Scout Promise and Law at all times. *Excellent communication skills and at least one year of active Girl Scout volunteer experience with a troop and/or service unit, as well as access to internet and regular use of e-mail is also required for this important role.*

## Responsibilities:

- Create a welcoming environment for all volunteers.
- Facilitate a working relationship between council staff and the service unit.
- Lead and manage the service unit team to ensure excellent support is provided to all volunteers.
- Review regular SU Roster Reports via e-mail and ensure that this information is used appropriately. The information in the report is confidential and may be used for Girl Scout purposes only.
- Prepare an agenda and preside over at least 4 service unit meetings during the membership year. Communicate the service unit meeting dates, times, and locations to all volunteers well in advance.
- Utilize service unit meetings to plan and discuss service unit activities, promote council services, provide training, distribute information, and interpret or clarify GSUSA and council policies, standards, and procedures.
- Review and approve monthly financial packet submitted by the SU Treasurer.
- Assist council staff with ensuring volunteers submit requested forms and reports to council by appropriate due dates.
- Create an atmosphere of appreciation within the service unit using both informal methods and more formal GSUSA and GSDH Adult Volunteer Awards & Recognitions.
- Ensure positive visibility and awareness of Girl Scouts in the community.
- Provide conflict resolution with the support of council staff.

## Training and Support:

- Staff Support: the SU Manager is supported by the Member Support Specialist.
- Training opportunities provided online and in person to support his/her volunteer role.
- Online service unit volunteer resource library with tools and resources.
- Online and in person networking opportunities with peers and staff.

## Benefits:

- Develop leadership skills in a supportive fun environment.
- Make a difference in the lives of girls.
- Gain transferable skills in budgeting, project management, and group dynamics.