



## *Volunteer Position Description*

# Service Unit Manager

### **Purpose**

The Service Unit (SU) Manager serves as a knowledgeable, positive and encouraging source of support for the entire Service Unit 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 email is also required for this important role.

### **Responsibilities**

- Complete required training and expectations agreement.
- Facilitate a positive working relationship between council staff and the service unit.
- Utilize the Service Unit Planning Guide (SUPG) to plan and record service unit goals, meetings, activities, and membership information. Share updated SUPG with council staff on a regular basis.
- Facilitate regular service unit meetings to conduct the business of the service unit, provide council updates, and offer an opportunity for all volunteers to meet, network and support each other.
  - Share dates, times, and meeting location with council staff and all volunteers.
  - Ensure an agenda is prepared and shared in advance.
  - Create a welcoming environment for all volunteers.
- Ensure the SU bank account is in good standing.
  - Bank account signers are current registered and approved volunteers.
  - The Bank Account Confirmation/ACH Form is submitted annually.
  - The SU bank account signers reconcile the check register and statements monthly and provide a treasurer's report on a regular basis.
- Use Looker to find membership information for service unit as needed. Ensure this information is used appropriately and for Girl Scout purposes only.
- Create an atmosphere of appreciation and promote Adult Achievement Award nominations.
- Follow Girl Scout branding guidelines when creating marketing materials, t-shirts, patches, etc.
- Ensure positive visibility and awareness of Girl Scouts in the community.
- Provide conflict resolution with the support of council staff.

**Training and Support**

- Member Engagement Manager supports the SU Manager.
- Training and networking opportunities provided online and in person.
- Volunteer resource library on our website.

**Benefits**

- Make a difference in the lives of girls and be an integral part of the Girl Scout movement.
- Network and make friends with adult volunteers throughout the council and nationally.
- Build your resume and develop transferable leadership, business, and project management skills in a fun and supportive environment.