

## Volunteer Position Description

### Service Unit Manager

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**Summary:** The Service Unit Manager is accountable for the organization, management, planning, mission delivery, and compliance within the appointed Service Unit. The Service Unit Manager is the liaison between parents, leaders, and other volunteers in partnership with staff, and ensures all girls and troop leaders receive the services that are needed.

**Term of Appointment:**

The Service Unit Manager position is appointed from October 1 through September 30, as a 3 year term (Learn 1, Do1, and Teach 1) with re-appointment occurring annually.

**Appointed by/Accountable to:**

Service Unit Support Specialist/Service Unit Support Manager

**Duties and Responsibilities:**

**Responsibilities to the Service Unit:**

- Plans, organizes, and directs the work of the Service Unit.
- Ensures all troop activities, events, and money earning efforts are reviewed and approved; may delegate oversight and approval responsibilities to another Service Team member.
- Determines and, in partnership with staff, appoints the positions needed in the Service Unit to form an effective team. Recruits qualified adults with the skills needed to be a part of the team.
- Ensures that Service Unit Team members have access to the tools needed to perform effectively.
- Coordinates and evaluates work among the Service Unit members.
- Collaborates with Service Unit Team and Service Unit members to complete the annual goals and budget for the Service Unit.
- Plans the agenda and conducts regular meetings for leaders and other adult volunteers, keeping the Service Unit well informed on all GSGLA policies, procedures, programs, events, and about Service Unit activities.
- Ensures that volunteers and Service Unit Team members understand and complete necessary forms in compliance with Council policies and procedures.
- Ensures that volunteers receive on-going support throughout the year.
- Works with Service Unit Team members to ensure that girls and adults are recruited, organized into troops, and registered on time.
- Works within the Service Unit and the community to promote a positive attitude toward Girl Scouting.
- Ensures that volunteers are recognized within the Service Unit.

**Responsibilities to the Council:**

- Ensures that the Service Unit is represented at Council's annual meeting, recognition meetings, and events.
- Works closely with the Service Unit Support Specialist to accomplish goals of the Service Unit and participates in a yearly evaluation and goal setting with the Service Unit Support Specialist/Manager.
- Recognizes and interacts in issues needing conflict resolution and ensures compliance with Girl Scout policies and procedures
- Reviews on-going reports from Registration hub and takes corrective/necessary actions when needed.
- Maintains continuous communication with the Service Unit Support Specialist on progress and needs of troops.
- Attends required Service Unit Position Trainings, Service Unit Manager meetings, conferences, and other meetings and trainings as needed.
- Supports council fundraising efforts through communications regarding product sales, Family Partnership, and other council fund raising activities.

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### Core Competencies: Each GSGLA Volunteer will effectively demonstrate these behaviors:

- **Girl focused:** Empower girls to choose and adapt activities, learn by doing, cooperate with others, and reflect on what they've accomplished (as well as on current issues that involve their interests and needs) while having fun.
- **Demonstrate personal integrity:** Demonstrate dependability, honesty, and credibility.
- **Demonstrate adaptability:** Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- **Demonstrate effective oral communication:** Express ideas and facts clearly and accurately.
- **Foster diversity:** Understand, respect, and embrace differences.
- **Demonstrate adequate computer skills:** Access to e-mail and the Internet, plus knowledge of social media.
- **Additional requirements:**
  - Must be in good standing with Girl Scouts of Greater Los Angeles (GSGLA), be a registered adult member of Girl Scouts of the United States of America (GSUSA), complete a Volunteer Application / Criminal Background Check and update these items every three years.
  - Believe in the purpose and philosophy of Girl Scouting and adhere to the principles of the Girl Scout movement and the goals of GSUSA and GSGLA.
  - Have a working knowledge of the goals, objectives, and policies of GSGLA and an acceptance of and willingness to promote them.
  - Be familiar with the appointed service area.
  - Perform tasks willingly and effectively and be a team player.
  - Have an ability to communicate effectively under pressure while maintaining good working relationships with volunteers, staff, and parents.
  - Demonstrate planning, organizing, recruiting, problem solving, human relations, and supervisory skills.
  - Understand and observe the organizational structure and relationship of GSGLA staff and volunteers.
  - Have an ability and willingness to make decisions and delegate responsibility.
  - Have the commitment and the time needed to perform specified duties.

As a supportive partner with the Service Unit Team, I agree to fulfill my duties for the upcoming membership year.

Volunteer - Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

SUS Specialist - Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

SUS Manager - Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_