

**Girl Scouts of Greater Los Angeles  
Job Description**

**Job Title:** Service Unit Specialist

**Department:** Membership Services – Service Unit Support

**Reports To:** Service Unit Support Manager

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**COUNCIL OVERVIEW :** GSGLA serves more than 40,000 girls in the diverse communities of Los Angeles County and parts of Kern, San Bernardino, and Ventura counties, with the support of more than 25,000 volunteers.

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**JOB SUMMARY:** The Service Unit Specialist is responsible for retaining, through excellent customer service, the girl and adult membership in assigned, established geographic areas. She/he is responsible for utilizing girl and adult volunteer participation in implementing Girl Scouting in the assigned area. The Service Unit Specialist is part of a larger cross functional team providing customer care and support to established membership. She/he reports to the Service Unit Support Manager with considerable demand for independent judgment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Mentors service unit teams to work effectively with girls in assigned geographic areas to ensure delivery of program and services to girls.

- Is accountable for meeting or exceeding an annual membership retention goal for girl and adult members
- Establishes the appropriate volunteer support team to meet goals by recruiting, selecting, appointing, and supervising service unit volunteers in assigned geographic areas
- Provides ongoing support, supervision, and direction to administrative volunteers in assigned geographic areas by interpreting Girl Scouts of the USA and council policies, standards, and procedures and by directing volunteers to additional support services
- Supports the council's volunteer management system including the recruitment, screening, selection, placement, development, training, recognition, and re-assignment of service unit volunteers
- Provides customer care and follow-up with volunteers as requested
- Identifies the need for and provides problem solving and conflict resolution when appropriate and in a timely manner
- Optimizes the use of technology including the customer relationship management system to support customer service for volunteers
- Serves as the main point of contact for service unit volunteers and acts as a broker to distribute information to council staff and to guide volunteers to additional support services and resources.

- Ensures Girl Scouting is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the council.
- Prepares a variety of reports to assist the service unit team in meeting their goals and objectives.

2. Works interdepartmentally to ensure council goals are met.

- Works with cross-functional team to determine or develop innovative strategies to ensure the effective delivery of customer service to the members.
- Promotes and assists with council programs, activities, public relations and fund development endeavors with special attention to the Family Partnership Campaign.
- Coordinates the availability of support services to enable volunteers to carry out the responsibilities of their positions effectively
- Communicates with and supports service unit recruitment through the work of administrative volunteers and council recruitment team. Implements recruitment efforts planned in partnership with recruitment team.
- Keeps current on product program information and supports training and messaging that is offered to service unit volunteers. Provides product program team with essential service unit information to support product sales program. Understands and articulates cookie program policies and procedures and positively promotes the cookie program and its policies internal and external constituencies

## **SKILLS, EXPERIENCE & QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Bachelor's degree or equivalent experience required.
- Strong oral and written communication skills. Bilingual skills an asset
- Strong human relation skills; ability to motivate people in small and large group settings
- Demonstrated ability to interact with members and the public and provide prompt and courteous customer service to all customers in person, via phone, written note, and email
- Demonstrated strong presentation skills
- Comfortable working in a fast-paced and frequently changing environment
- A demonstrated commitment to service excellence and customer satisfaction
- Subscribe to the principals of the Girl Scout Movement
- All employees of the Girl Scouts of Greater Los Angeles (GSGLA) must uphold the GSGLA Personal Integrity and Professional Code of Conduct / Value statements
- Regular and prompt attendance required.
- Willingness to work a flexible schedule including frequent evenings and weekends.
- Valid driver's license, access to reliable transportation, and proof of insurance.