



Position Description

Position Title:	Service Unit Support Specialist
Department:	Member Services
Reports To:	Service Unit Support Manager
Location:	Woodland Hills, CA
Exemption:	Non-Exempt
Date	6/1/2016

Job Summary

The Service Unit Support 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.

Essential Duties and Responsibilities

- 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.
- 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. Understanding and articulate cookie program policies and procedures and positively promoting to the cookie program and its policies internal and external constituencies.

Skill, Experience & Education

- Bachelor's degree or equivalent 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
- Able to pass a criminal background check.
- 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.
- Ability to lift 25 lbs.
- Valid driver's license, access to reliable transportation, and proof of insurance.

Additional Organizational Requirements

- Subscribe to the principles of the Girl Scout Movement.
- Possess a positive attitude with strong work ethic, integrity and honesty.
- Must be flexible, adaptable and willing to thrive in an ever changing/fast-paced environment.
- Develop and maintain sensitivity to employee diversity in the work place.
- Behave in ways that demonstrate respectful treatment of other employees, volunteers and girls.
- Practice pluralism and be inclusive with the services provided.

Physical Requirements

The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. The environment for this position is mostly clean and comfortable but may include some minor annoyances such as noise, odors, drafts, etc. In the course of performing this work, the incumbent:

- Will spend time sitting, utilizing the computer.
 - Will spend time standing/walking throughout the facilities.
 - Must travel via personal vehicle or public transport to various facilities throughout the region.
 - May lift up to 15 lbs. periodically. If more, the incumbent must request assistance.
- The incumbent must be able to perform this job safely, without endangering the health or safety of him/herself or others.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Resumes should be submitted to Liisa Froggatt at LFroggatt@girlscoutsla.org with **"SU Support Specialist position"** in the subject line.