



Position Description

Position Title:	Support Specialist
Department:	Member Services
Reports To:	Support Manager
Location:	HQ-Downtown Los Angeles
Exemption:	Non-Exempt
Date	March 2017

Job Summary

The 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 and establishing new service units in communities as directed.
- 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.
- Interprets the Girl Scout Leadership Experience philosophy and the council's policies, procedures and standards.
- Mentors adult volunteers to work with girls in assigned program-grade level area to ensure delivery of programs and services to girls. 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 and troop volunteers and acts as a broker to distribute information to council staff and to guide volunteers to additional support services and resources as directed by management.
- Provides assistance to volunteers when conflicts arise.
- 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.
- Hosts webinars for monthly mentor chats with level volunteers.

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.

Please submit a resume and cover letter to AAratow@GirlScoutsLA.org. Thank you.