

Girl Scouts of Greater Los Angeles
Job Description

Job Title: Troop Support Specialist, Marina del Rey

Department: Troop Support

Reports To: Manager of Troop Support

Council Overview: In the diverse communities of Los Angeles County, and parts of Kern, San Bernardino and Ventura Counties, with 42,400 girl members and more than 25,000 volunteer members. GSGLA is dedicated to inspire girls everywhere to become leaders in our world. It is one of the fastest growing councils and the 6th largest in the Country. Girl Scouts is the world's preeminent leadership development organization for girls, building girls of courage, confidence, and character, who make the world a better place.

Job Summary: The Troop Support Specialist is responsible for supporting and retaining adult volunteers and girl members in assigned program area by providing mentoring, developing and delivering resources, and developing and maintaining partnerships to assist volunteers in their work with girls. The Troop Support Specialist works collaboratively with members of the Troop Support team as well as cross-functionally with other departments to ensure achievement of the goals of the Girl Scouts of Greater Los Angeles.

Essential Duties and Responsibilities

Support Specific Program Grade Level

- Mentors adult volunteers to work with girls in assigned program-grade level area to ensure delivery of programs and services to girls.
- Interprets the Girl Scout Leadership Experience philosophy and the council's policies, procedures and standards.
- Works with cross-functional team to determine or develop innovative strategies to ensure the effective support of troop leaders and program-grade levels within service units.
- Monitors and provides support for problem solving and conflict resolution in a timely manner.
- Cultivates relationships with appropriate community leaders, organizations, and businesses to support retention efforts.
- Optimizes use of technology to support customer service for volunteers.

Support functions of the call center process

- Answers, problem-solves, manages and responds appropriately to all inquiries including but not limited to email, phone and walk-in customers.

Program Delivery/Resource development specific

- Assists in achieving the council's membership and retention goals for girls by development, coordination and delivery of quality events, curricula, and additional resources as driven by market needs.
- Develops and maintains program partnerships and collaborations.
- Recruits, trains and manages volunteers for the effective delivery of program.
- Creates and maintains the mailing of monthly newsletters for all grade levels using Constant Contact.
- Hosts webinars for monthly mentor chats using GotoWebinar
- 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.

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.

A. Education and/or Experience

- 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 providing prompt and courteous customer service to all customers in person, via phone, written note, and email
- Demonstrated strong presentation skills.
- Demonstrated commitment to service excellence and customer satisfaction.
- Regular and prompt attendance required.
- Willingness to work a flexible schedule, including frequent evenings and weekends.

B. Certificates, Licenses, Registrations

- Valid California Driver's license, access to reliable transportation, and proof of insurance.

C. Competencies

- Self-management and Confidence - Assesses own skills and abilities and identifies areas for improvement; willingly accepts constructive feedback; a self-starter who seeks developmental opportunities; sets and achieves goals; works independently. Has confidence to prepare for conversations and visits with potential members/customers by gathering key information and setting strong objectives to achieve successful outcomes.
- Customer Responsiveness - Seeks and acknowledges the views and ideas from customers internal and external; identifies, prioritizes, and balances customer issues; takes time to answer questions and explain decisions; follows through on commitments to customers in a timely manner; maintains a commitment to continuous improvement.
- Active Listening - Ability to skillfully use a variety of questions and other active listening techniques to promote a robust discussion with members/customers and identify needs.
- Demonstrates comfort in presenting the value behind solutions in a way that resonates with what is most important to the members/customers of the organization.
- Conflict Management – Ability to anticipate, prevent, and resolve conflicts while maintaining productive working relationships with customers, vendors, or coworkers; distinguish between disruptive conflict and constructive differences; identify common interests to resolve differences
- Oral and Written Communication abilities (i.e. In person, verbal, written, and/or phone); Expresses ideas and facts in a clear and understandable manner appropriate for the individual or group; listens to

and comprehends what others are saying; prepares organized and structured presentations; has demonstrated ability to work with a wide range of sensitive and confidential issues and communicate effectively with a diverse group of girls, volunteers, and staff.

- Project Management – demonstrates ability to coordinate multiple projects while managing priorities and deadlines; objectives, schedules, and priorities in line with council goals; anticipates issues, obstacles, or opportunities that may impact plans or actions; establishes courses of action for accomplishing goals while attending to and incorporating information obtained during day-to-day administrative tasks; identifies outcome measures at beginning of project.
- Excellent technical computer skills in Microsoft Office (including Word, Excel, and Outlook), customer relationship management systems, and social networking. Familiar with Constant Contact and GotoWebinar.
- Judgment and Decision-Making - Recognizes when immediate action is required and when sufficient information has been obtained to make a decision; supports decisions or recommendations with data and/or reasoning; defines and implements solutions to problems.

D. Additional Organizational Requirements

- Subscribe to the principals of the Girl Scout Movement and become a registered member of GSGLA.
- All employees of the Girl Scouts of Greater Los Angeles must possess a positive attitude with strong work ethic, integrity and honesty and are expected to be flexible, adaptable and 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 services provided.
- Interface with people with courtesy and patience. Defuse aggressive people with a calm demeanor, while demonstrating understanding and empathy.
- Employee will be expected to proactively contribute to the success of their work team by sharing relevant information, encouraging open dialogue, respecting other team members, supporting collaboration, encouraging ongoing self-assessment and supporting new ideas and ways for achieving the goals and objectives for realignment.
- Employees are responsible for playing an active role in supporting the Cookie Program Activity by learning and communicating fundamental information such as the program value for girls, key dates and general proceeds and awards for troops/girls, baker, annual theme and mascot, cookie varieties, basic terminology, as well as articulating how the money from the sale of cookies supports the mission of Girl Scouts of Greater Los Angeles.

E. Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sufficient eye-to-hand coordination to successfully operate a computer keyboard.
- Ability to sit upright for extended periods of time.
- Sufficient visual acuity to make appropriate judgments with regard to Girl Scout materials.
- Ability to travel to and/or attend offsite meetings.
- Physical ability to frequently stop, kneel, bend, crouch, reach overhead, grasp, push, pull, lift, and move objects up to 25 pounds at shoulder height, and occasionally lift in excess of 25 pounds.
- Demonstrated normal depth perception.
- See and read printed materials, with or without visual aids; distinguish colors; read and understand rules and policies, labels and instructions.

- Verbal communication including the ability to speak and hear at normal room levels.
- Other demands, as determined by the council.