



Job Title:	Placement Specialist	
Reports to:	Recruitment/Placement Lead	
Status:	Non-Exempt	Grade 9
Work Location:	Fort Worth	
Last Updated:	September 17, 2018	

Job Summary

The Placement Specialist (IRS) is responsible for successfully meeting recruitment goals for new members by converting prospective members (leads) to retainable, registered members. She/he will also adapt a year-round strategy to increase new membership within an assigned area.

Essential Duties and Responsibilities

1. Work with Recruiter (Girl and Adult), to develop year-round recruitment strategies with a focus on an increase in new members through registering adult and girl members.
2. Work with Service Unit volunteers to understand the dynamics of their area and develop a two-way working relationship that ensures information is shared in the most effective way for the volunteers and the Council.
3. Based on market trends, demographics, market share data, etc. work with Recruiter (Girl and Adult) to design and implement a comprehensive plan to achieve or exceed goals for girl and adult membership growth in support of the Council's strategic business plans and goals.
4. Reach out to prospective members in a timely manner via phone, email and text and successfully convert them to members by clearly describing the Girl Scout Commitment to Girls, including the Girl Scouts Leadership Experience, and tell our story on what a girl gains from being a member of Girl Scouts.
5. Successfully guide and support new leaders and volunteers through the onboarding/training process so that they can support and deliver the Girl Scout Leadership Experience in the Girl Scout troop model.
6. Utilize all the tools available to manage their work effectively and efficiently, Salesforce, reports, Info-scout, Microsoft Office Suite, telephone, computer, Learning Management System, other applications, etc.
7. Enter information into the customer database accurately and timely.
8. Respond timely to requests from customers to resolve membership issues, answer questions and document each contact in the customer database.
9. Support external recruitment efforts by helping with preparing materials for recruitments, attending recruitment activities, following on leads and referrals, posting recruitment information on social media, etc. as needed.
10. Attend webinars, training and meetings to enhance sales skills, stay abreast of new ways to increase membership, upcoming GSUSA support, collaborate with other departments and councils, and stay up to date on Council specific initiatives and information.
11. Promote and assist with Council-wide programs, activities, public relations and fund development endeavors.

12. Works interdepartmentally, especially with outside recruitment, girl and volunteer experience, product program and the community partnership teams to ensure Council goals are met.
13. Ensure Girl Scouting is open to all girls and adults by delivering the Girl Scout message of pluralism and diversity to prospective members of the Council
14. Performs other duties as assigned by the Recruitment/Replacement Lead.

CORE COMPETENCIES

Honest and Fair
Friendly and Helpful
Considerate and Caring
Courageous and Strong
Responsible for What I Say and Do
Respect Myself and Others
Respect Authority
Use Resources Wisely
Make the World a Better Place

JOB QUALIFICATIONS - - Knowledge, skills and abilities

1. Bachelor's degree or equivalent experience in related field.
2. Bilingual (Spanish) bicultural, preferred but not required.
3. Experience in Salesforce.com is a plus.
4. 3 - 5 years in recruitment or sales with a proven ability to close the deal and achieve results
5. Must hold membership in the Girl Scout organization and commitment to the mission and goals of Girl Scouting including the Girl Scouts Promise and Law.
6. Proven ability to work with volunteers, community leaders, organizations, and businesses.
7. Demonstrate and promote a climate of courtesy, respect and professionalism to coworkers, volunteers and others in contact with.
8. Proven ability to effectively manage multiple priorities, meet deadlines and produce results.
9. Ability to work a flexible schedule including travel, nights and weekends.
10. Proven proficiency in Microsoft Office Suite including Outlook, Word, Excel and PowerPoint.
11. Verbal fluency, good grammar and professional appearance.
12. Adheres to the Council's Affirmative Action Policy, which ensure that there will be no discrimination based on race, color, ethnicity, sex, national origin, socioeconomic status, disability, sexual orientation or age.
13. Attendance is an essential job requirement defined as having regular, consistent, reliable, punctual and predictable attendance including the ability to work regular hours and shifts before and after hours, and on weekends, when re
14. Must complete and pass a criminal background check.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this position, the employee is regularly required to speak or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl, work in an office environment, work in a seated position, and work with computers.
- The employee must be able to drive and have a valid driver's license. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually moderate.

I have read and understand the above position description.

Signed

Date

Print Name