



Job Title: Volunteer Experience Specialist
Reports to: Volunteer Experience Lead
Status: Non-Exempt
Location: Amarillo/Lubbock Grade 9
Last Update: July 22, 2019

Job Summary

The Volunteer Experience Specialist is responsible for supporting and retaining adult volunteers and girl members in assigned areas through retention, mentoring, developing and delivering resources, and developing and maintaining partnerships to assist volunteers in their work with girls; this includes product program and providing support to the customer experience team. The Volunteer Experience Specialist works collaboratively with members of the Girl and Volunteer troop and support team of volunteers, as well as, cross-functionally with other departments to ensure achievement of the council goals.

Essential Duties and Responsibilities

Adult and Girl Retention

1. In collaboration with the recruitment, community partnerships and volunteer experience teams, design and implement a comprehensive plan for girl and adult membership recruitment and retention growth by development, coordination, and delivery of quality events, curricula, and additional resources as driven by market needs.
2. Responsible for implementing year-round recruitment and retention strategy with a focus on an increase in enlisting existing adult and girl members, securing troop leaders, and other volunteers to support and deliver the Girl Scout Leadership Experience in the Girl Scouts troop model.
3. Develops and maintains program partnerships and collaborations.
4. Recruits, Retains, trains and partners with volunteers for the effective delivery of program in all areas of the girl experience.

Program Support

5. Mentors adult volunteers to work with girls in assigned area to ensure delivery of programs and services to girls.
6. Interprets the Girl Scout Leadership Experience philosophy and the council's policies, procedures and standards.
7. Ability to effectively communicate the Girl Scouts Commitment to Girls, including the Girl Scouts Leadership Experience, and tell our story on what a girl gains from being a Girl Scout.

8. Works with cross-functional team to determine or develop innovative strategies to ensure the effective support of troop leaders within service units. This includes all girl experience teams i.e. product program, outdoor education and community partnership.
9. Monitors and provides support for problem solving and conflict resolution in a timely manner.
10. Cultivates relationships with appropriate community leaders, organizations, and businesses to support retention efforts.
11. Optimizes use of technology to support customer service for volunteers.

Support functions of the customer experience process.

12. Answers, problem-solves, manages and responds appropriately to all inquiries including but not limited to email, phone and walk-in customers.
13. Stays current with and uses technology effectively to prepare reports and maintain accurate records.
14. Keep up with trends and changes. Keep informed of federal, state and local laws governing Texas and Oklahoma.

Retention volunteer delivery/resource development

15. Prepares and coordinates budgets (including grant budgets) to ensure adherence to approved program for girls.
16. Ensure the integrity of data and independently run reports (Salesforce, Infoscout, etc.).
17. Must be able to travel within established geographic areas.
18. Must follow and enforce GS-TOP policies, procedures, The Girl Scout Promise, and The Girl Scout Law, and fulfill the Girl Scout Mission; communicate the message of inclusiveness and diversity to current and prospective members
19. Performs other duties as assigned by the Volunteer Experience Lead

CORE COMPETENCIES

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| 1. Interpersonal Relations | 10. Conflict Management |
| 2. Customer Service Responsiveness | 11. Adaptability |
| 3. Oral and Written Communication Skills | 12. Team Building |
| 4. Personal Integrity and Professional Conduct | 13. Information Management |
| 5. Decision and Judgement | 14. Organization Knowledge |
| 6. Accounting Basics and Business Acumen | 15. Self-Management |
| 7. Fostering Diversity | 16. Achieve results |
| 8. Judgement and Decision Making | 17. Time Management |
| 9. Problem Solving | |

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. Membership in Girl Scout organization.
5. Proven ability to work with volunteers, community leaders, organizations, and businesses.
6. Proven ability to effectively manage multiple priorities, meet deadlines and produce results.
7. Ability to work a flexible schedule including nights and weekends.
8. Proficiency in Microsoft Office Suite including Outlook, Word, Excel and PowerPoint.
9. Verbal fluency, good grammar and professional appearance.
10. Adheres to the Council's Affirmative Action Policy, which ensure that there will be no discrimination on the basis of race, color, ethnicity, sex, national origin, socioeconomic status, disability, sexual orientation or age.
11. Have and maintain a valid driver's license in state where employee works/resides, an acceptable driving record, acceptable insurance, and reliable transportation.
12. 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 talk 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; and stoop, kneel, crouch, or crawl.
- The employee should be able to 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.

CERTIFICATIONS/LICENSES

None required.

EMPLOYEE ACKNOWLEDGEMENT

I have received a copy of this job description on the date indicated and understand my job duties. I also understand that failure to satisfactorily perform my job duties will result in disciplinary action up to and including termination of my employment.

Employees' Printed Name & Signature

Date