

TITLE:	Volunteer Support Director
REPORTS TO:	Vice President of Member Engagement
CLASSIFICATION:	Exempt, Full-Time
COMPENSATION:	Negotiable
LOCATION:	Chesapeake, VA
POSTED:	March 12, 2019
CLOSING:	Until Filled

ABOUT OUR ORGANIZATION

Girl Scouting builds girls of courage, confidence, and character who make the world a better place. We are one of 112 councils chartered by [Girl Scouts of the USA](#), the world's leading organization dedicated solely to girls, where, in an accepting and nurturing environment, girls build character and skills for success. Headquartered in Chesapeake, Virginia, Girl Scouts of the Colonial Coast serves almost 12,000 girls in grades K-12 throughout southeastern Virginia and northeastern North Carolina. With the guidance of dedicated and trained volunteers, girls discover the fun, friendship, and power of girls together.

SUMMARY OF POSITION

The volunteer support director oversees and manages all aspects of girl and volunteer retention efforts throughout the Council jurisdiction. This position focuses on retaining current members through 1) consistent communication and messaging, 2) innovative training and development, 3) recognition and appreciation programs, and 4) professional staff support and technology. They also coordinate volunteer management to ensure high-quality, progressive, volunteer-led delivery of the Girl Scout Leadership Experience to girl members.

ACCOUNTABILITIES

- Serve as a key member of the Council's leadership team helping to establish priorities, launch new initiatives, align resources, adapt systems, and champion change.
- Work collaboratively with key members of management to ensure implementation of the Council's membership retention strategy and integrated mission delivery.
- Execute marketing campaigns internally and externally for member renewal and retention.
- Oversee teams of staff who support, train, and re-engage girl and adult members to impact overall council membership goals.
- Develop innovative strategies and effective services for supporting girl and adult membership through the service unit structure.
- Manages membership conflict resolution, establishes administrative procedures, interprets policies and standards, and monitors volunteer practices.
- Provide interpretation of GSUSA initiatives and national and local trends affecting girls throughout the council jurisdiction.
- Develop and implement volunteer management strategies and plan to ensure all volunteers are welcomed, oriented, trained, supported, recognized, and evaluated.
- Oversee all volunteer and girl training opportunities that deliver the Girl Scout Leadership Experience.
- Promote the use technology and support volunteers in the usage of VTK (volunteer toolkit).
- Oversee the council delegate process, volunteer recognition program, girl awards (Bronze, Silver, Gold, etc.), and extended travel approval process.
- Ensure volunteers have appropriate resources and support to provide high-quality, relevant participation options based on the Girl Scout Leadership experience for all girl members.
- Maintain analytics on membership demographics, growth, and retention efforts. Review numbers for opportunities and deficiencies and contribute to overall strategy.
- Prepare technical reports by collecting, analyzing, and summarizing information and trends from internal and external data sources to provide real time information on membership trends and opportunities.
- Represent Girl Scouting in the community through presentations, collaborative efforts, and networking.

- Exercise management, operational, and budgetary oversight in all areas of accountability.
- Lead, motivate, and retain a high performing staff. Evaluate and manage team performance. Ensure full team effort, optimal productivity levels, and attainment of team/individual goals.
- Actively support and promote the Council's commitment to excellent customer service, membership growth, community visibility, fundraising, diversity, and safety.

QUALIFICATIONS

Education, Experience, & Certifications

- Bachelor's degree in a related field or equivalent professional experience.
- Minimum 5 years' experience in management with proven retention and customer satisfaction results.
- Must have supervisory experience leading a professional team.
- Must have volunteer management experience.
- Knowledge of Girl Scouting preferred.

Skills & Competencies

- Excellent technical computer skills in Microsoft Office including Word, Excel, Outlook, and customer relationship management systems (Salesforce preferred). Ability to learn new software as required.
- Ability to project a high level of professionalism while networking in the public arena. Ability to speak passionately and with conviction about the organizational mission and its importance to the public.
- Demonstrated reasoning and negotiation skills to identify and resolve conflict.
- Demonstrated experience in developing adult learning curriculum.
- Demonstrated experience in the development and administration of budgets.
- Ability to analyze information, formulate work plans, articulate goals, and produce required statistical reports.
- Ability to work independently and prioritize work while managing multiple deadlines.
- Demonstrated commitment and ability to interact with diverse populations.

Additional Requirements

- Ability to work a flexible schedule including evening and weekends.
- Ability to travel throughout Council jurisdiction.
- Must have personal transportation, possess a valid driver's license, personal auto insurance, and meet the Council insurance company's requirement for coverage.
- Subscribe to the principles of the Girl Scout Movement and become a registered member of GSUSA.
- Successfully pass background investigation.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 25 pounds. The employee must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures, extensive reading, and driving. Occasional high stress work may be required in dealing with volunteers/staff. Evening and/or weekend work is frequently required.

APPLICATION INSTRUCTIONS

Visit <http://www.gsgccc.org/en/our-council/employment.html> to complete an online application or submit resume and salary history to:

Girl Scout Council of Colonial Coast, Human Resources
912 Cedar Road, Chesapeake, VA 23322
Phone: 757-547-4405, Fax: 757-547-1872, Email: hr@gsgccc.org
Equal Opportunity Employer