

JOB DESCRIPTION

TITLE:	Membership Manager
REPORTS TO:	Membership Director
Responsibilities:	<p>Engage and manage volunteer teams to accomplish key responsibilities. Increase visibility of Girl Scouts in the community and participation in Girl Scouts. Building relationships that retain our Girl Scout members. Coach and support volunteers. Onboarding support to new volunteers.</p>
VALUES:	Passion for the Girl Scout mission; positive attitude; strong work ethic; adaptable in changing environments.
SKILLS:	Strong volunteer management and engagement skills, Proficient in Microsoft Office, social media, and ability to learn proprietary software, strong verbal and written communication. Customer-focus oriented and ability to relate to diverse audiences.
ACCOUNTABILITIES:	<p>Design, implement, and execute a comprehensive strategic engagement and retention plan for girl and volunteer membership growth in designated geographic areas.</p> <p>Establishes the appropriate volunteer support team to accomplish key priorities by selecting, appointing, and coaching volunteers in assigned geographic areas.</p> <p>Cultivates relationships with appropriate community leaders, organizations, and businesses to increase visibility of Girl Scouts in the community.</p> <p>Provides high quality customer service by optimizing the use of technology, clarifying desired information, researching, locating and delivering findings.</p> <p>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.</p> <p>Identifies the need for and provides timely problem solving and conflict resolution support/intervention when appropriate.</p> <p>Serves as the main point of contact for geographic area volunteers and acts as a broker to distribute information to council staff and to guide volunteers to additional support services and resources.</p>

Ensures Girl Scouting is open to all girls and adults by delivering the Girl Scout message of pluralism and diversity to members of the council.

Coordinates the availability of support services to enable volunteers to carry out the responsibilities of their positions effectively.

Other duties as assigned.

REQUIREMENTS:

Bachelor's degree and/or 4 years equivalent experience in related field such as: communications, nonprofit management, marketing, community development, volunteer engagement and support.

Highly organized with excellent written and verbal communication skills. Presentation skills a plus.

Proven time management and prioritization skills.

Ability to build and maintain relationships.

Proven success in setting expectations and maintaining accountabilities.

Ability to work independently and with a diverse team

Adept at change management

Proficient in Microsoft Office, social media, and ability to learn proprietary software.

Extensive travel throughout the geographic area.

Manage a flexible work schedule that includes nights and weekends at a variety of locations including camp and outdoors.

Must be able to lift 25 pounds.

Personal vehicle, valid driver's license and current insurance.

Background check and drug screen required.

JOB CLASSIFICATION:

Exempt

The Girl Scouts of Ohio's Heartland Council, Inc. is an equal opportunity/affirmative action employer. The Council will employ qualified individuals to fill job vacancies on the basis of their experience, ability and aptitude.

