

JOB DESCRIPTION

TITLE:	Membership Specialist
REPORTS TO:	Membership Director
Responsibilities:	Increase visibility of Girl Scouts in the community and participation in Girl Scouts. Building relationships that retain our Girl Scout members. Onboarding support to new volunteers.
VALUES:	Passion for the Girl Scout mission; positive attitude; strong work ethic; adaptable in changing environments.
SKILLS:	Strong 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:	Execute a comprehensive strategic engagement and retention plan for girl and volunteer membership growth in designated geographic areas. Cultivates relationships with appropriate community leaders, organizations, and businesses to increase visibility of Girl Scouts in the community. Provides high quality customer service by optimizing the use of technology, clarifying desired information, researching, locating and delivering findings. Serves as a backup for Membership Managers. 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.

