



GIRL SCOUTS OF EASTERN OKLAHOMA

Job Title: Membership Development Manager
Department: Membership
Reports To: Director of Membership
Salary Grade: 5 - Exempt

Job Summary

The Membership Development Manager is responsible for implementing, and assessing comprehensive year-round recruitment and membership support strategies that increase girl and volunteer membership and enhance retention. Develop and foster community partnerships and volunteer involvement while providing a consistent image of the Council's commitment to Girl Scouts and the community at large. Responsible for volunteer recruitment, member identification, growth and maintenance.

Essential Duties & Responsibilities

1. Through analysis of community needs, demographic data and membership statistics, develop, design and conduct recruitment and retention plan for girl and volunteer membership growth in designated geographic areas.
2. Organize and conduct recruitment events to achieve membership recruitment goals.
3. Establishes the appropriate volunteer support team to accomplish key priorities by selecting, appointing, and coaching volunteers in assigned geographic areas.
4. Cultivates relationships with appropriate community leaders, organizations and businesses to increase visibility of Girl Scouts in the community.
5. Provides high quality customer service by optimizing the use of technology, clarifying desired information, researching, locating and delivering findings.
6. Works with Membership Support Specialist to properly document all pertinent information in Salesforce to support conversion of leads.
7. Provides ongoing support 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.
8. Serves as the main point of contact for geographic area volunteers relaying pertinent information to council staff and to guide volunteers to additional support services and resources.
9. Attends all regular staff meetings, team meetings, and additional staff events when requested or assigned.
10. Ensures and provides high-quality customer service.
11. Promotes good working relationships with staff and volunteers.
12. Performs other duties as necessary or assigned.

Minimum Qualifications

- Ability to model behavior consistent with the Girl Scout Mission, Promise, Law, and values.
- Ability to work effectively with people from diverse backgrounds.
- Willingness to work a flexible schedule, including some evenings and weekends, occasional overnights as necessary and ability to travel as job requires.
- Willingness to work in a flexible work environment, including satellite property, offsite from home office, public spaces, or other location as job requires.
- Must be able to lift and move equipment weighing approximately 25 pounds.
- Proof of meeting Oklahoma State requirements regarding auto licensing, driver's license.

- Knowledge of Girl Scouting a plus.
- Bilingual (Spanish/English) a plus.
- Experience in recruiting a plus.
- Bachelor's degree or equivalent work experience preferred.