



Job Title: Volunteer Support Manager
Department: Membership and Volunteer Services
Reports To: Director of Customer Care/Volunteer Support
Salary Grade: 5 - Exempt

Job Summary

The **volunteer support manager** will mentor volunteer development managers and membership development managers to actively support the needs of service units and their administrative volunteers, while building consistent and efficient processes in an inclusive environment for all adults in which their needs, competencies, skills, and interests are matched to their specific Girl Scout volunteer positions. The senior volunteer development advisor will help deliver the highest quality of training, support and recognition, valuing the contributions of each volunteer at every level of participation, and will help ensure that the Girl Scout volunteer experience is fulfilling for each individual.

In order to increase girl and volunteer participation as well as build stronger community partnerships, the **volunteer support manager** as part of a larger cross functional team, is responsible for analyzing, developing, recommending, implementing, and *managing strategies* for volunteer development, volunteer recruitment, onboarding, and support; team effectiveness; and high quality community engagement for the council. She/he will accomplish this by collaborating and mentoring with team members as well as supporting our service unit leadership teams in an assigned area.

Essential Duties and Responsibilities:

- Supports director and works with volunteer development managers and service unit managers and service unit administrative volunteers as they progress through the volunteer management system (recruitment, interviewing, screening, orientation, training, placement, tracking, recognition and release/resignation or reassignment).
- Oversees and leads volunteer development team in effective preparation of goals, action plans, and schedules to identify needs in volunteer support throughout the council.
- Participates in the development of council action plans and risk management systems as they relate to the volunteer management system.
- Provides a yearly service unit health analysis of each service unit in order to make recommendations to staff and service unit managers working with the service unit.
- Collaborates in the planning of a yearly calendar of large council events.
- Responsible for collaboration with team to develop appropriate monthly topics, schedule speakers, and advertise through the Leader News and email blasts, and oversee email eblasts.
- Maintains and creates forms and tools that support the service unit structure.
- Responsible for troop disbandment processes, collaboratively working with the service unit managers, volunteer development managers, and business services department.
- Oversees all service unit financial reporting, including forensic research when cased with troop or service unit spending inquiries.
- Effectively conducts conflict resolution and coaching as necessary, including all escalated cases.
- Trains the volunteer development managers and SU teams to conduct conflict resolution and coaching as necessary.
- Collaborates in the planning and implementation of large annual volunteer events, i.e., volunteer conferences, adult recognition events and volunteer retreats.
- Utilizes effectively a database of council membership, including accurately recording volunteer history, experiences, and development.
- Collaborates interdepartmentally and with cross-functional team to continually assess volunteer needs, determine or develop innovative techniques to ensure the effective delivery and customer service to members and to ensure volunteer experience and council membership goals are met.

- Supports service unit recruitment through collaboration with team and service unit teams.
- Provides back-up to team with customer support, recruitment, and system tasks.
- Promotes and assists with council-wide programs, activities, public relations and fund development endeavors including United Way and grant proposal research.
- 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.
- Performs other duties as assigned.
- Be an active participant in strategic planning for membership recruitment and retention.
- Ensures that team projects become reality and that team goals are accomplished.
- Prepares a variety of status reports, including weekly activity reports, team status reports, special project reports, or others as assigned.
- Attends all regular staff meetings, team meetings, and other staff meetings when requested or assigned.
- Engages in regular personal, professional, and/or leadership development via webinars, books, trainings or other opportunities.
- Ensures and provides high-quality customer service.
- Promotes good working relationships with staff and volunteers.

Minimum Qualifications:

- Active Listening – Ability to skillfully use a variety of questions and other active listening techniques to promote a robust discussion with members/customers and identify needs.
- Interpersonal Relations – Establishes rapport with others at all organizational levels; respects others; considers and responds to the needs, feelings, and capabilities of others; establishes and maintains an open dialogue with others; has demonstrated ability to market the Girl Scout value proposition through a variety of communication venues, with particular emphasis on in person communication in one-to-one, small group, and large group settings.
- Oral and Written Communication Abilities – Expresses ideas and facts in a clear and understandable manner appropriate for the individual or group; listens to and comprehends what others are saying; prepares organized and structured presentations; has demonstrated ability to work with a wide range of sensitive and confidential issues and communicate effectively with a diverse group of girls, volunteers, and staff.
- Self-management and Confidence – Assesses own skills and abilities and identifies areas for improvement; willingly accepts constructive feedback; seeks developmental opportunities; sets and achieves goals; works independently. Demonstrated confidence to prepare for conversations and visits with potential members/customers by gathering key information and setting strong objectives to achieve successful outcome.
- Business Technology Expertise – strong user computer skills in Microsoft Office including Word, Excel, and Outlook and common applications. CRM experience, especially Salesforce, desirable. Must be able to learn, understand, and apply new technologies with ability to understand the basic data quality principles and practice.
- Time-Management – demonstrated ability to coordinate multiple duties while managing conflicting priorities and deadlines; formulates short- and long-term goals, objectives, schedules, and priorities in line with council goals; anticipates issues, obstacles, or opportunities that may impact plans or actions; establishes courses of action for accomplishing goals while attending to and incorporating information obtained during day-to-day tasks.
- Strong attention to detail.
- Ability to model behavior consistent with the Girl Scout Mission, Promise, Law, and values.
- Unequivocal commitment to pluralism.
- 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.

Updated: July 1, 2022