



## JOB DESCRIPTION

### Chief Mission Delivery Officer

**Department:** Programs  
**Reports To:** Chief Executive Officer  
**Exemption Status:** Exempt

---

#### Job Summary

Spearhead the development of a comprehensive, multifunctional, integrated, and strategic plan for girl and volunteer member program engagement and the volunteer and girl experience. A key member of the Senior Leadership Team, the Chief Mission Delivery Officer participates in setting strategic program direction and implementing local and national initiatives. Develop and implement a sustainable, scalable mission delivery model that enables GSEOK to significantly increase the number of girls participating in Girl Scouting's leadership development programs. **This position is designated as safety sensitive.**

#### Essential Duties and Responsibilities:

- Provide direction and guidance to staff in determining and developing innovative, exciting, relevant, and inclusive programs throughout the Council.
- Establish strategies for building collaborative relationships with community organizations, agencies, and businesses to ensure support for the Girl Scout program efforts of the council within the communities we serve.
- Collaborate with Marketing/Communications to drive creative and robust marketing strategy for annual Girl Scout Leadership Experience plan to increase program registrations.
- Develop and implement outcome measurement/evaluation methods to assess the quality and success of program offerings.
- Active participation in the development of environments that foster diversity, equity, inclusion, and access through words, actions, and attitude.
- Supervise assigned staff in accordance with the organization's policies and applicable laws and by providing training, support, communication, guidance and direction, as well as recognizing achievements, evaluating performance of staff, addressing complaints, resolving problems and instituting disciplinary actions.
- Provide clear and consistent accountabilities and direction to staff teams, ensuring that ongoing coaching, feedback, and staff development is managed, resulting in a high-functioning team.
- Provide direction that results in maximized productivity and excellent customer service.
- Develop and manage departmental budget and corresponding resource allocations.
- In partnership with the fund development department, develop case statements for grant proposals when funds become available, ensure that programmatic obligations to funders are met.
- Provide leadership and management to the Program team. Ensure the team complies with and supports the GSUSA philosophy and the council policies, procedures, standards and business practices.
- Provide leadership and support for department and organization as required:
  - Develop department training materials.
  - Serve as project manager for department projects.
  - Identify opportunities to create positive customer experiences.
  - Ensure girl and adult safety through education and promotion of safe practices and consistent interpretation of GSUSA and GSEOK policies, standards, and procedures.
  - Respond to all inquiries in a high quality, customer friendly and efficient manner that will yield overall customer satisfaction and ensure a professional image of the organization.
  - Contribute to the overall success of the organization by supporting the achievement of the goals and objectives outlined in the council plan of work.
- Conduct ongoing research for adapting the council's operations and processes to changing external environments.
- Identify opportunities for improved efficiencies and supervise the implementation of improvements to internal controls and operating procedures.
- Support the organization's commitment to diversity of girls, volunteers and staff.

- Support council functions through promotion of council-sponsored activities, meetings, and volunteer opportunities. Promote Girl Scout culture of philanthropy by cultivating and building relationships with donors.
- Analyze community needs, demographic data, and membership statistics. Design and implement innovative approaches to outreach recruitment and determine the need for additional council services in collaborative programs as appropriate to meet the needs of the council.
- In partnership with the senior leadership team, develop and maintain a risk management plan for all program operations; ensure all policies are carried out in compliance with local, state, federal and American Camp Association standards where applicable.
- Exert professional autonomy to expand on the job duties and responsibilities while utilizing a high level of independent judgment and discretion required to complete the necessary job duties.
- Perform other duties as necessary or assigned.

## **Minimum Qualifications**

### **Education and Experience:**

- Bachelor's degree or equivalent managerial experience.
- Ten or more years of experience in developing and implementing youth programs.
- Proficient in Microsoft Office including Word, spreadsheets, Outlook. Experience with database systems, such as Salesforce, preferred.
- Ability to communicate concepts and ideas clearly and effectively to staff and volunteers. Demonstrated written and oral communication excellence.
- Strong planning, organizational and interpersonal skills. Strong attention to detail, skilled communication, and team building/leadership skills.
- Demonstrated knowledge of, or willingness to learn, Girl Scout program, principles, and standards.
- Ability to work with and manage a diverse group of staff, volunteers, and vendors.
- Valid driver's license.

### **Required Skills and Abilities:**

- Excellent critical and strategic thinking and interpersonal skills.
- Outstanding verbal and written communication skills.
- Ease of speaking to large groups and demonstrated customer service skills.
- Knowledge and experience of fund raising and business management strategies and techniques.

### **Physical and Schedule Requirements:**

- Must be able to lift and carry up to 25 pounds.
- Prolonged periods sitting at a desk and working on a computer.
- Must be able to access various departments of a given location.