

Name of Position	Service Unit Manager
Annually Appointed By	Volunteer Support Staff
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Support Staff Recruiter Product Program Customer Care
Role Description	Leads the service unit by providing coaching and motivation for service team volunteers, troop leaders, parents/caregivers and girls. This position requires the ability to conduct meetings and complete safety and logistical expectations, including meeting deadlines.
Role Responsibilities	<ul style="list-style-type: none"> • Ensure the Girl Scout mission, program goals, and inclusive principles are reflected in the service unit communication and activities. • Identify, recruit, appoint, support, and develop the service team volunteers. • Manage the service unit communication and finances while providing oversight for all product program and event activities. • Schedule regular service unit meetings (in person or virtual) to communicate news, review plans, provide leader networking, training, and discuss any issues relevant to the service unit. • Support and initiate efforts to grow Girl Scouts in your local community and create unique and sustainable community partnerships. • Use 2 forms of communication (text, email, Facebook or other social media formats) to ensure timely communication of information to troop leaders and volunteers. • Maintain online guidelines for SU Facebook groups. • Maintain open communication with council staff. • Involve service unit team in the planning, execution, and implementation of the President’s Award criteria. • When necessary, implement conflict resolution techniques, and maintain regular communication with Volunteer Support staff regarding any conflicts. • Maintain confidentiality of volunteer and girl contact information as well as any conflicts or concerns. • Ensure volunteers are recognized for their accomplishments and contributions. • Access Looker for reports, as needed.

	<ul style="list-style-type: none">• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.• Participation in the Service Unit Manager Facebook group for networking with other volunteers is encouraged but not required.
Requirements	<ul style="list-style-type: none">• Must be a registered member of GSUSA.• Must pass a criminal background check.• Must complete all required safety and position training.• Able to demonstrate leadership, organizational, and presentation skills.