

Name of Position	Service Unit New Leader Liaison
Annually Appointed By	Service Unit Manager (in collaboration with Volunteer Support Staff)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Support Staff New Troop Engagement Leader Staff Recruiter Customer Care
Role Description	Builds a relationship with new leaders to help them to feel connected with their service unit, and shares service unit information needed to be successful and confident in their first year.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Connects with new leaders after the “Intro to the SU” email, welcoming leaders to the service unit and providing helpful local service unit information (contact information, calendar, upcoming events) in collaboration with the Service Unit Manager.</li> <li>• Remind new leaders of service unit meetings and events through text, phone or email, inviting them to attend and providing context for each event. <i>Example: We will be learning more about cookies and receiving packets of information to share with your families at our next meeting.</i></li> <li>• Act as a friendly contact for new leader questions and knowing when to refer leaders to the New Troop Engagement Leader. <i>New Leader Liaisons are not expected to be Girl Scout programming or procedure experts.</i></li> <li>• Contact the New Troop Engagement Leader with any new leader concerns to assist with their successful onboarding.</li> <li>• Connect new leaders to the Service Unit Product Program Manager(s) to communicate service unit cookie information and ensure new troops receive training and resources.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> <li>• Participation in the New Leader Liaison Facebook group for networking with other volunteers is encouraged but not required.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>