



Service Unit Manager (SUM) Volunteer Job Description

Department: Mission Delivery
Appointed by: Membership Manager (MM)

Purpose: To provide the leadership and management of an assigned geographic area by ensuring the retention of existing members and the extension of the Girl Scout program to potential members.

Term of appointment: Annually appointed, including option of reappointment based on demonstrated ability to fulfill the responsibilities of the position.

Support: Direct support is provided by the MM. Orientation will be conducted by the MM, and training will be conducted by the council.

Responsibilities:

- Management of Service Unit Team.
- Provide leadership to service team, including scheduling meetings and/or other communication to review plans and issues of the service unit.
- Involve service team members in development and assessment of service unit delivery plans.
- Identify, recruit and support development of potential service team members, including opportunity consultant, troop consultant, new leader consultant, events consultant, recruiters, adult recognition chair and Product Sales Manager(s) (Fall & Cookie), and ensure all service team members receive position training by council.
- Facilitate Communication
- Within the service unit, among leaders, service team, and parents/guardians.
- With MM, for support needed by the service unit or leaders, and to keep informed on policies, procedures, standards and changes/improvements/upgrades.
- With the community-at-large, regarding the value of the Girl Scout program.
- Provide leadership to service unit
- Provide meetings/opportunities for leaders and service unit volunteers to network and exchange information.
- Ensure the Girl Scout mission, program goals, and managing diversity vision is reflected in the service unit communication and activities.
- Support the GS culture of philanthropy and assist with identifying local donor prospects.
- Volunteer Management
- Communicate all volunteer processes and standards, including all procedures detailed in New Leader Express, troop management procedures, the contents of Volunteer Essentials, the Standard of Conduct for Troop Leaders and the screening process, which includes a criminal background check and registration.
- Appoint and reappoint leaders/SU team members based on their fulfillment of position requirements.
- Coach, motivate, and recognize service unit volunteers.
- When necessary, implement conflict resolution techniques.
- Complete position training.
- Remain informed about and comply with the most current policies, procedures, and guidelines of Girl Scouts of Northeast Kansas & Northwest Missouri and Girl Scouts of the USA (GSUSA).

Core Competencies:

- Girl focus: Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun
- Personal integrity: Demonstrate dependability, honesty, and credibility
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments
- Oral communication: Express ideas and facts clearly and accurately
- Foster diversity: Understand, respect, and embrace differences
- Computer skills: Access to email and the internet.

Requirements:

- Must be a registered members of GSUSA
- Must pass a criminal background check
- Be guided in all actions by the Girl Scout Mission, Promise and Law.

- Ability to keep accurate records
- Willingness to maintain a cooperative working relationship with paid staff, service team members, and troop leaders.
- Proven leadership skills and experience
- Ability to communicate in a professional manner
- Demonstrated group and interpersonal communication skills
- Background in customer service and support or other relevant fields
- Excellent organization and project-management skills

This job description is not intended to be all-inclusive. Reasonable accommodations will be made to allow individuals with disabilities to perform volunteer jobs with the council whenever possible