



Job Title:	Membership Manager
Department:	Membership Development & Support
Reports To:	VP Member Support
Location:	Depends on geographic assignment
FLSA Status:	Full Time, Exempt

POSITION SUMMARY

We are passionate about girl and adult leadership development and want individuals who are confident, energetic, self-starters who love communicating and connecting with people on our team. You must be driven and be able to work in a fast-paced environment, excel when given a challenge, and adjust well to change. You must be an excellent communicator with a desire to positively impact the lives of girls and the ability to enthusiastically share the Girl Scout story.

Our Membership Managers serve as part of the team responsible for girl and adult membership development and retention in their assigned geographic regions, as well as providing resources, support, and direction to volunteers.

JOB QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Essential Duties and Responsibilities

Assist in achieving the council's corporate goals for girl and adult membership growth through:

- Planning and initiating innovative membership recruitment and retention efforts to meet and exceed girl and adult membership goals in assigned areas
- Implementing renewal/retention campaigns and processes that may include lapsed member, individual, troop, and family memberships
- Analyzing statistical data for girl and adult membership to develop methods for recruitment, retention, and expansion opportunities
- Facilitating and working with service unit managers and other volunteers to provide direction for and support the recruitment and effective management of service teams
- Directing, evaluating, developing, and motivating volunteers, helping to resolve conflicts, and ensuring council resources are appropriately managed
- Developing trust and credibility with volunteers and community partners by following through on projects and tasks in a timely manner
- Developing, coordinating, and implementing plans that assist volunteers in delivering a consistent, effective, high-quality Girl Scout Leadership Experience to girls, parents, and other volunteers.
- Being well versed in and knowledgeable about the Girl Scout Leadership Experience, Girl Scout ways & traditions, and all other Girl Scout resources
- Ensuring volunteers obtain required training and recommend additional learning opportunities that align with volunteer interests
- Serving as Council liaison to all volunteers in assigned jurisdiction
- Providing input on and following up on the appointment, release, & reassignment of volunteers annually
- Participating in service unit meetings a minimum of 3 to 4 times a year, or as requested
- Attending troop meetings as requested and/or needed
- Optimizing the use of technology in providing support for volunteers
- Ensuring Girl Scouts is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the council

- Interpreting and ensuring compliance with all GSUSA and Heart of the South policies, safety standards and policies and procedures
- Promoting Girl Scouts and expanding the base of community support through networking, and building community partnerships
- Cultivating interest and support of key community leaders, institutions, schools, and businesses
- Remaining informed of the activities of other departments and effectively communicates changes and updates
- Representing the Heart of the South in community activities and initiatives

Works interdepartmentally to ensure Council goals are met by:

- Working with cross-functional teams to determine or develop innovative techniques to ensure the effective deployment of support services
- Promoting and assisting with Council-wide programs, activities, events, public relations and/or fund development endeavors as needed

Qualifications/Requirements

- Excellent oral and written communications skills
- Ability to network with community partners, volunteers, girls and parents
- Ability to work independently and as a member of a team
- Ability to plan and implement a multifaceted workload with minimum supervision and as a member of a team
- In-depth knowledge of the Girl Scout Leadership Experience
- Ability to work effectively with adults, girls and community groups reflective of the council's diversity
- Ability to solve problems and make ethical decisions
- Works well under pressure and adaptable to changing working environments
- Must be willing to work flexible schedule when needed
- Must possess a high level of interpersonal and customer service skills
- Able to maintain a high level of confidentiality and make ethical decisions
- Highly organized, with superior problem resolution and analytical skills
- Able to work effectively under pressure with multiple priorities and deadlines
- Must excel in the use of the Microsoft Office Suite, G-Suite, social networking, and other web-based platforms
- Candidate must successfully pass drug screen and criminal background and credit checks

Education and/or Experience

- Bachelor's degree or related experience in community organizing, volunteer management, sales and marketing
- 1 - 2 years of proven experience in volunteer management and leadership
- Experience with customer service management systems (CRM) a plus but not required

Licenses

Valid state driver's license; some travel within the Council's jurisdiction is required.

Special Skills

Must be able to type 40 to 50 wpm.

Supervisory Responsibility

Job titles of employees reporting to this position: None.

Membership Manager Competencies and Areas of Expertise May Include:

Volunteer Relations - understands the functions of volunteers; demonstrates flexibility to meet with volunteers; effectively delegates responsibility; monitors use of volunteers within existing constraints and guidelines; recognizes volunteer accomplishments; works effectively with volunteers; takes time to answer questions and explain decisions; follows through on commitments to volunteers in a timely manner; maintains a commitment to continuous improvement.

Volunteer Management - knows the procedures, tools, and legal issues associated with supervising, and releasing adult volunteers; assigns and manages volunteers in an efficient manner

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

Conflict Management – ability to anticipate, prevent, and resolve conflicts while maintaining productive working relationships; distinguishes between disruptive conflict and constructive differences; identifies common interests to resolve differences; has demonstrated ability to work with a wide range of sensitive and confidential issues. Expert at conflict management and resolution

Judgment and Decision-Making - recognizes when immediate action is required and when sufficient information has been obtained to make a decision; supports decisions or recommendations with data and/or reasoning; defines and implements solutions to problems

Self-management and Confidence – An initiative taker who can work independently with minimal oversight; continually reassessing own skills and identifying areas for improvement; adaptable, organized, and attentive to detail.

Active Listening – Uses active listening techniques to create dialogue and build relationships with potential new members and volunteers.

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; Ability to communicate effectively with a diverse group of girls, volunteers, and staff.

Project Management - formulates short- and long-term project 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 administrative tasks; identifies outcome measures at beginning of project. Maintains accurate records and data

Marketing Skills – Ability to effectively promote and gain support for the Girl Scout program, its key messages, and products. Demonstrates comfort in presenting the value behind solutions in a way that resonates with what is most important to the potential members/customers of the organization.

Technical Computer Skills – Excellent in Microsoft Office including Word, Excel, Outlook, customer relationship management systems, and social networking