

## **Volunteer Position: SU Operations Manager**

### **Summary**

The SU Operations Manager (SUOM) is charged with providing leadership and management oversight for volunteers in assigned areas as they oversee communication and fiscal responsibilities of the service unit. Responsibilities include, but are not limited to service unit treasury, meeting coordination, communications, and fundraising.

**Average Time Commitment:** 6-8 hours per month

**Term of Appointment:** One year

### **Appointment and Accountability**

- This volunteer position is part of the service unit leadership team
- Appointed for the assigned service unit from June 1 through May 31
- Accountable to assigned Membership Manager
- Responsible for the direction and support of the following volunteer positions: SU Finance Coordinator and SU Community Relations Coordinator
- Position is renewable upon review and application

### **Responsibilities**

- Recruit, lead and support volunteers to service unit-level operations roles; team of volunteers oversee finances, logistics, communication, and fundraising
- Support the effective execution of the operations team's roles and responsibilities
- In partnership with the SU leadership team, develop agendas for and facilitate regular service unit meetings. These meetings should be used to plan and discuss service unit activities, promote council services and events, provide training, distribute information, and interpret or clarify GSUSA and council policies, standards, and procedures. A minimum of four meetings per year are required. They should be inviting, inclusive, and provide opportunities for sharing ideas and building relationships. Meeting dates should be communicated in advance to all leaders within the service unit.
- Manage all service unit leadership team and all volunteer meeting logistics. This includes, but is not limited to: reserving service unit meeting space, scheduling meetings, sending meeting reminders, establishing meeting agenda in partnership with the service unit leadership team, communicating any meeting needs to the assigned Membership Manager, and ensuring meeting minutes are kept and submitted to the council.
- Provide any necessary conflict resolution, with the support of the SU leadership team and council staff
- Make recommendations for volunteer appointment and/or release to council staff
- Collaborate with the service unit leadership team and assigned Membership Manager, if needed, to develop the service unit budget for the membership year
- Review and audit troop finances and bank reconciliations, as requested

- In collaboration with the SU Communications Coordinator, oversee management of the service unit Facebook group
- Consistently communicate with other members of the service unit leadership team
- Openly communicate with council staff about challenges, trends, successes, and progress towards service unit goals and objectives
- Leverage communication and influence skills to resolve conflicts or difficulties in an appropriate manner
- Adhere to the standards, policies and procedures of the Girl Scouts and promotes Girl Scouting in a positive manner to the public as well as to all internal and external customers

**Expectations of All Service Team Volunteers**

- Complete all required SU position-based training within 60 days of formal appointment
- Participate in ongoing learning opportunities for continuous growth in position
- Display a positive, enthusiastic attitude that reflects the acceptance of the mission, vision, and goals of GSUSA and Girl Scouts Heart of the South
- Be a positive representative of the Girl Scout Promise and Law
- Serve as a mentor for girls by modeling positive attributes such as reliability, respect for others, inclusiveness, and a positive attitude
- Remain informed about and comply with policies, procedures, and guidelines of Girl Scouts Heart of the South and GSUSA
- Demonstrate sound judgment, flexibility, organization, delegation, communication, and prioritization skills
- Value diversity and inclusion and help others understand and embrace it
- Support, promote, and maintain a commitment to and knowledge of the Girl Scout Leadership Experience and National Program Portfolio (petals, badges, Journeys, and other leadership awards)
- Ensure any requested/required forms and reports are submitted to council by appropriate due dates.
- Ensure positive visibility and awareness of Girl Scouting in the community
- Create an atmosphere of appreciation within the service unit using both informal methods and more formal GSUSA and GSHS Adult Volunteer Awards & Recognitions
- Adhere to the policies of the Girl Scouts and promote Girl Scouting in a positive manner to the public as well as to all internal and external customers
- Have access and the ability to communicate via phone, internet and email

**Marketable Skills**

Volunteer Management  
 Leadership  
 Problem Solving  
 Coaching and Mentoring  
 Account Reconciliation  
 Decision-Making  
 Relationship Management

Meeting Facilitation  
 Public Speaking and Presentation  
 Leadership  
 Conflict Resolution  
 Communication  
 Budget Preparation  
 Time Management

Team Building

Attention to Detail

Adaptability

**Qualifications**

- Must be in good standing with the Girl Scouts Heart of the South
- Be a registered adult member of Girl Scouts of the United States of America (GSUSA) and have a current Criminal Background Check on file
- Accept and adhere to the purpose and principles of the Girl Scout movement and the goals of GSUSA and the Girl Scouts Heart of the South