

TITLE:	Volunteer Specialist
REPORTS TO:	Volunteer Support Manager
CLASSIFICATION:	Full-Time, Non-Exempt (35 hour workweek)
COMPENSATION:	\$18.75-\$21 per hour (negotiable based on experience)
LOCATION:	Chesapeake, VA
POSTED:	April 21, 2021
CLOSING:	Until Filled

Excellent benefit package including medical/dental insurance, health savings account, complimentary life insurance, discounted Aflac benefits, 403b/Roth with match, and a generous leave program starting your first day of employment.

ABOUT OUR ORGANIZATION

We are one of 111 councils chartered by Girl Scouts of the USA, the world's leading organization dedicated solely to girls, where, in an accepting and nurturing environment, girls build character and skills for success. In partnership with caring adults, girls develop qualities to serve them all their lives: strong values, social conscience, and conviction about their potential and self-worth. We serve nearly 10,000 girls throughout southeastern Virginia and northeastern North Carolina. With the guidance of nearly 5,000 dedicated and trained volunteers, girls discover the fun, friendship, and power of girls together. From exploring science, technology and the environment to learning about healthy living, anti-bullying and financial literacy, girls are given opportunities to be challenged and learn new skills.

SUMMARY OF POSITION

The volunteer specialist is responsible for providing support to volunteers (troop, service unit, or administrative teams and committees) within an assigned geographic or functional area. They are responsible for supporting the implementation of innovative strategies and effective service for supporting and retaining girl and adult membership through the service unit structure.

ACCOUNTABILITIES

- Implement innovative strategies and effective services for supporting and retaining girl and adult membership.
- Implement annual renewal activities in the service unit and at the troop level that achieve individual and team girl and adult retention goals. Develop, implement, and support "signature" renewal council events as assigned.
- Provide ongoing customer care and support to troops, volunteers, families, and community partners through timely communication/responses via phone, email, and database case management and administration of troop processes/paperwork.
- Coordinate the training, support, recognition, performance, and re-assignment of volunteers.
- Effectively support and engage service unit and troop volunteers to ensure delivery of program and services to girls.
- Attend and assist with service unit and service team meetings as needed.
- Conduct yearly assessments of service unit health and develop action plans when needed.
- Support volunteers in working collaboratively and productively to manage grievance and conflict using council-defined conflict escalation procedures.
- Facilitate the effective flow of communication between volunteers and Council staff.
- Ensure service unit information is kept current and accurate.
- Monitor volunteer practices to ensure compliance with GSCCC and GSUSA volunteer, safety, and risk management policies and standards.
- Implement and contribute to recruitment efforts planned in partnership with the recruitment team.
- Use national and council curricula, resources, and tools to support girl programming in assigned area.

- Optimize use of technology (including VTK) to support customer service for volunteers and parents.
- Actively support and promote the Council's commitment to excellent customer service, membership growth, community visibility, fundraising, diversity, and safety.

QUALIFICATIONS

Education, Experience, & Certifications

- Bachelor's degree in a related field or equivalent professional experience.
- Minimum of 1 year experience working with volunteers with proven retention results.
- Must have volunteer management experience.
- Knowledge of Girl Scouting preferred.

Skills & Competencies

- Excellent technical computer skills in Microsoft Office including Word, Excel, Outlook, and customer relationship management systems (Salesforce preferred). Ability to learn new software as required.
- Ability to project a high level of professionalism while networking in the public arena. Ability to speak passionately and with conviction about the organizational mission and its importance to the public.
- Understand the functions of volunteers and monitor use of volunteers within existing constraints and guidelines.
- Knowledge of the procedures, tools, and legal issues associated with supervising and supporting adult volunteers.
- Ability to analyze information, formulate work plans, articulate goals and produce required statistical reports.
- Demonstrated reasoning and negotiation skills to identify and resolve conflict.
- Ability to clearly communicate both verbally and in writing.
- Ability to work independently and prioritize work while managing multiple deadlines.
- Demonstrates a commitment and ability to interact with diverse populations.

Additional Requirements

- Ability to work a flexible schedule including evening and weekends.
- Ability to travel throughout Council jurisdiction.
- Must have personal transportation, possess a valid driver's license, personal auto insurance, and meet the Council insurance company's requirement for coverage.
- Subscribe to the principles of the Girl Scout Movement and become a registered member of GSUSA.
- Successfully pass background investigation.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 25 pounds. The employee must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures, extensive reading, and driving. Occasional high stress work may be required in dealing with volunteers/staff. Evening and/or weekend work is frequently required.

APPLICATION INSTRUCTIONS

Visit <http://www.gscoc.org/en/our-council/employment.html> to complete an online application or email resume to hr@gscoc.org. You can also mail or fax:

Girl Scout Council of Colonial Coast, Human Resources
912 Cedar Road, Chesapeake, VA 23322
Fax: 757-547-1872

Equal Opportunity Employer