

TITLE: Membership Specialist
REPORTS TO: Senior Director of Membership
CLASSIFICATION: Full-Time, Non-Exempt (35 hour workweek)
COMPENSATION: \$16 - \$18 per hour
(negotiable based on experience)
LOCATION: Chesapeake, VA
POSTED: October 6, 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 8,000 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 membership specialist provides specific administrative, marketing, and sales support to assist with the recruitment, conversion, and placement of girl and adult members.

ACCOUNTABILITIES

- Support the membership strategies outlined in Council goals by performing administrative functions to support the recruitment, conversion, and placement of girl and adult members.
- Monitor a variety of status reports and dashboards, including activity, follow-up, and adherence to goals.
- Maintain a current opportunity catalog (online directory) which lists available openings for participation in Girl Scouting.
- Create and interpret reports for department as necessary.
- Monitor and report status of recruitment campaigns.
- Review and revise recruitment and placement standard business processes as necessary.
- Monitor the recruitment and placement team case management queue and respond to or reassign inquiries in a timely manner.
- Respond to assigned Salesforce tasks in a timely manner.
- Assist customers as needed to complete the conversion process.
- Enter customer or lead contact information into the database. Responsible for the accuracy and integrity of the data entered.
- Create, copy, and/or order marketing and program supplies for recruitment events.
- Complete initial and renewal background screenings and mark customer record when complete. Comply with all Fair Credit Reporting Act requirements and confidentiality.
- Assist with other administrative tasks as needed.

- Support external recruitment and visibility efforts as needed.
- Ensure Girl Scouting is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the council.
- Work with cross-functional teams to develop innovative strategies to ensure effective membership engagement.
- Actively support and promote the Council's commitment to excellent customer service, membership growth, community visibility, fundraising, diversity, and safety.

QUALIFICATIONS

Education, Experience, & Certifications

- Associate's degree in a related field or equivalent professional experience. Higher education preferred.
- Minimum of 1 years' experience in administrative support or customer service.
- 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 speak passionately and with conviction about the organizational mission and its importance to the public.
- Understand the sales process and management of leads, set ambitious goals, and energetically and confidently drive to achieve those goals.
- 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 evenings and weekends.
- 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, and extensive reading. Occasional high stress work may be required in dealing with volunteers/staff. Early and/or late hours to meet customer schedules may be frequently required.

APPLICATION INSTRUCTIONS

Visit <http://www.gsccc.org/en/our-council/employment.html> to complete an online application or email resume to hr@gsccc.org. Equal Opportunity Employer

