



## ***Girl Scouts of the Jersey Shore***

**Job Title:** Volunteer and Troop Support Director  
**Department:** Mission  
**Reports To:** Director of Community Engagement

### **Council Overview**

With offices and camps in Farmingdale, Toms River and Waretown, Girl Scouts of the Jersey Shore serves approximately 11,000 girls and adults in Monmouth and Ocean counties. Girl Scouts is the world's preeminent leadership development organization for girls, building girls of courage, confidence, and character, who make the world a better place.

### **Position Summary:**

Communicates with, engages, and supports volunteers in a designated region so that they are sufficiently prepared for their roles

### **Essential Job Duties:**

- Ensures that the Girl Scout Leadership Experience is effectively delivered in the region
- Coordinates support and resources for existing and new volunteers, after the point of placement/onboarding
- Builds strong volunteer teams to support troop leaders and girls
- Monitors troop/group participation and updates Troop and Volunteer Opportunity catalogs
- Communicates regularly with volunteers via meetings, email, Facebook, etc.
- Answers volunteer questions via phone, email, etc. in a professional and timely manner
- Meets with communities and helps community teams with questions or issues
- Monitors requests for volunteer development opportunities, and provides and/or arranges trainings
- Processes volunteer forms according to council procedures
- Maintains relationships with volunteer trainers, including tracking preferences and availability
- Maintains certification records for trainings
- Resolves conflict
- Supports council, regional and functional efforts
- Conducts and promotes Annual Giving Campaign in region/community
- Other duties as assigned

### **Major Accountabilities:**

- Achievement of membership and retention of goals
- Improves volunteer retention rate and satisfaction rate (measured through annual survey)
- Ensures that the Girl Scout Leadership experience is delivered
- Keeps Troop and Volunteer Opportunity catalog updated
- Meets specific task metrics, such as monitoring Troop Finance Reports
- Ensures training needs are met in the region
- Resolves conflict and cases

### **Skills & Qualifications:**

- A bachelor's degree and/or equivalent of five years' or more experience in sales, community organization, marketing and/or training

- Actively supports and promotes the council's commitment to excellent customer service
- Ability to accept guidance, direction and supervision
- Ability to translate your skills to others through training and mentoring
- Ability to recruit volunteers and build strong teams
- Ability to encourage, coach and mentor volunteers
- Business technology expertise - strong user computer skills in Microsoft Office including Word, Excel, and Outlook. Must be able to learn, understand, and apply new technologies with ability to understand the basic data quality principles and practice
- Active Listening - ability to skillfully use a variety of questions and other active listening techniques to promote a robust discussion with members/customers and identify needs; listens to and comprehends what others are saying
- Adaptability & Flexibility - responds positively to change, embracing and using new practices or values to accomplish goals and solve problems; adapts approach, goals, and methods to achieve solutions and results in dynamic situations; copes well and helps others deal with the ongoing demands of change; sees and shows others the benefits of change; recovers quickly from setbacks, and finds alternative ways to reach goals or targets
- Excellent Interpersonal Skills - 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
- Oral and Written Communication abilities (i.e. In person, verbal, written); expresses ideas and facts in a clear and understandable manner appropriate for the individual or group; listens to and comprehends what others are saying; prepares organized and structured presentations; has demonstrated ability to work with a wide range of sensitive and confidential issues and communicate information effectively to non-technical people which includes a diverse group of girls, volunteers, and staff
- Problem-Solving - identifies and analyzes existing and potential problems systematically and thoroughly; reports/documents the problem; obtains and evaluates relevant information and contributing factors; identifies important interrelationships; implements solutions after evaluating alternatives and anticipating their impact; supports decisions or recommendations with data and/or reasoning; defines and implements solutions to problems
- Ability to pay attention to detail
- Experience with recruitment or closing sales
- Able to talk about Girl Scouts and convince potential members to join
- Familiarity with demographics and trends in coverage area
- Passion for Girl Scout Mission
- Ability to work under minimal supervision and take initiative in making decisions
- Ability to work on a team, relate and work well with others
- Self-starter, organized and able to prioritize work
- Ability to lift, carry and transport at least 35 pounds.
- Be a registered member of the Girl Scouts of the Jersey Shore
- Valid New Jersey vehicle license, vehicle in working condition, proof of insurance, or the ability to fulfill timely and extensive travel requirements across council geography
- An ability to work flexible schedule including evenings and weekends

## **COMPENSATION:**

- Full Time Exempt Management Level Position; competitive salary; benefit package included
- Please submit resume and cover letter to Brittney Jara, Human Resources, at [bjara@gsfun.org](mailto:bjara@gsfun.org)
- Responses are due by: September 15, 2021