

<b>Job Title:</b>	Regional Engagement Manager	<b>Department:</b>	Mission
<b>Reports to:</b>	Ast. Dir. of Regional Engagement	<b>Supervises:</b>	N/A
<b>FLSA Status:</b>	Exempt	<b>FT/PT:</b>	Full-time

### Company Overview

With offices and camps in Farmingdale, Toms River and Waretown, Girl Scouts of the Jersey Shore serves approximately 12,000 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

The Regional Engagement Manager communicates with and supports volunteers in a designated region so they are sufficiently prepared for their roles. The qualified candidate will be responsible for the Sandy Hook Region (Northern/Central Monmouth County)

### Essential Job Functions

- Ensure that the Girl Scout Leadership Experience is effectively delivered in the region they are assigned to.
- 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 updated 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 concerns.
- 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 function efforts.
- Conducts and promotes Annual Giving Campaign in region/community.
- Perform other duties as assigned.

### Major Accountabilities

- Achievement of membership and retention 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

- Bachelor's Degree and/or 5+ years' equivalent experience in sales, community organization, marketing and/or training.
- Experience in volunteer recruitment and team building.
- Must have a valid NJ Driver's License and proof of insurance.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.

- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to function well in a high-paced environment.
- Thorough understanding of Company's products and/or services.
- Ability to be flexible and open to change.
- Ability to accept criticism and work well under pressure.
- Experience identifying problems and implementing innovative solutions.
- An ability to work nights and weekends as needed.

### **Physical Requirements**

- Ability to lift, carry, and transport up to 35 pounds.
- Frequent sitting, standing, walking, bending, and twisting upper body.
- Frequent periods of sitting at a desk and working on a computer.
- Continuous indoor and outdoor activities and exposure to weather, florescent and sun light.
- Must be able to travel with Monmouth and Ocean counties.

### **Equal Opportunity Employment**

Girl Scouts of the Jersey Shore is an equal opportunity employer. Qualified applicants receive equal consideration for positions without regard to race, creed, color, national origin, nationality, ancestry, age, sex (including pregnancy and harassment), marital status, domestic partnership or civil union status, sexual orientation, gender identity or expression, atypical hereditary or blood trait, genetic information, veteran or military status, mental or physical disability, or any other consideration made unlawful by applicable federal,

**Girl Scouts of the Jersey Shore**

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Monmouth Service Center

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Ocean Service Center

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