



Service Unit Manager

Volunteer Position Description

Summary: The Service Unit Manager manages the Service Unit team and Service Unit volunteers. Together with the team, they provide guidance and support by offering quality program, encouraging membership retention and growth in a designated geographic area.

Term of appointment: The Service Unit Manager appointment is for a two-year term that is renewable upon satisfactory performance with a maximum of a three terms.

Supervision: The Service Unit Manager reports to their assigned Troop Support Specialist.

Support: The Service Unit Manager receives support, guidance, and encouragement from their assigned Troop Support Specialist. She or he has access to relevant learning opportunities and materials that prepare and support them within this role.

Responsibilities:

- Sits as a voting member of the Regional Advisory Team
- Meets with Troop Support Specialist to set goals for the assigned area
- Ensures open communications
- Leads Service Unit team and volunteer meetings
- Attends Regional Advisory team meetings
- Facilitates team like decision-making processes with the Service Unit Team
- Communicates all Regional Chair and Council information with all Service Unit team members and leaders
- Works in partnership with Troop Support Specialist, council staff and Service Unit team members in the development of strategies for recruiting and engaging girls and volunteers
- Supports Service Unit team members, troop leaders, volunteers and girls
- Promotes Council events, programs, activities and campaigns
- Maintains positive and respectful attitude regarding scouting and GSSGC policies and procedures
- Refrains from posting negative comments on social media platforms and encourage positive communication
- Alerts their Troop Support Specialist of conflicts and concerns within the volunteers to produce prompt resolutions and maintain focus on girls
- Is guided in all actions by the Girl Scout Mission, Promise, and Law
- Remains informed and complies with the most current policies, procedures, and guidelines of Girl Scouts of San Geronimo Council (GSSGC) and Girl Scouts of the USA (GSUSA)

Qualifications and core competencies:

- **Girl focus:** Empowers girls to choose and adapt activities, learn by doing, cooperate with others, and reflect on what they've accomplished (as well as on current issues that involve their interests and needs) while having fun.
- **Personal integrity:** Demonstrates dependability, honesty, and credibility.
- **Adaptability:** Adjusts/modifies own behavior, and remains flexible and tolerant in response to changing situations and environments.
- **Oral communication:** Expresses ideas and facts clearly and accurately.
- **Foster diversity:** Understands, respects, and embraces differences.
- **Computer skills:** Maintains access to e-mail and the Internet, and demonstrates knowledge of social media.
- **Additional requirements:**
 - Must become a registered member of GSUSA
 - Must complete required coursework as assigned and provided by GSSGC and GSUSA