



girl scouts
of san geronio
Job Description

Job Title: Troop Support Specialist	FLSA Status: Non-Exempt
Department: Customer Experience – Troop & Volunteer Support	
Reports To: Troop Support Manager	Revised: April 2017
<p>General Description:</p> <p>The Troop Support Specialist is responsible for supporting and retaining adult volunteers and girl members in assigned, established geographic areas by providing mentoring, developing and delivering resources, and developing and maintaining partnerships to assist volunteers in their work with girls while sustaining excellent customer service. The Troop Support Specialist works collaboratively with members of the Customer Experience team as well as cross-functionally with other departments to ensure achievement of the goals of the Girl Scouts of San Geronio.</p> <p style="text-align: center;"><i>The identification of Duties and Responsibilities does not display an exhaustive list of all duties that may be assigned to this position, nor does it restrict the related work that may be assigned to this position.</i></p>	
<p>Essential Functions/Responsibilities:</p> <ol style="list-style-type: none"> 1. Program Level Support <ul style="list-style-type: none"> • Mentors adult volunteers to work with girls in assigned program-grade level area (K-3, 4-5, 6-12) to ensure delivery of programs and services to girls. • Interprets the Girl Scout Leadership Experience philosophy and the council's policies, procedures and standards. • Works with cross-functional team to determine or develop innovative strategies to ensure the effective support of troop leaders and program-grade levels within service units. • Monitors and provides support for problem solving and conflict resolution in a timely manner. • Cultivates relationships with appropriate community leaders, organizations, and businesses to support retention efforts. • Optimizes use of technology to support customer service for volunteers. 2. Regional and Service Unit Support <ul style="list-style-type: none"> • Accountable for meeting or exceeding an annual membership retention goal for girl and adult members. • Establishes the appropriate volunteer support team to meet goals by recruiting, selecting, appointing, and supervising Regional and Service Unit volunteers in assigned geographic areas. • Provides ongoing support, supervision, and direction to administrative volunteers in assigned geographic areas by interpreting Girl Scouts of the USA and council policies, standards, and procedures and by directing volunteers to additional support services. • Supports the council's volunteer management system including the recruitment, screening, selection, placement, development, training, recognition, and re-assignment of Regional and Service Unit volunteers. • Provides customer support and follow-up with volunteers as requested. • Identifies the need for and provides timely problem solving and conflict resolution support/intervention when appropriate. Gathers information for submission to supervisor. • Develops and coordinates key volunteer Regional and Service Unit team round table sessions. • Optimizes the use of technology (including the customer relationship management system) in providing customer service support for volunteers. • Serves as the main point of contact for Regional and Service Unit volunteers and acts as a broker to distribute information to council staff and to guide volunteers to additional support services and resources. 	



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3. Program Delivery/resource development

- Assists in achieving the council's retention goals for girls by development, coordination and delivery of quality retention events, girl and adult training curricula, and additional resources as driven by market needs.
- Trains and manages volunteers for the effective delivery of program.
- Ensures Girl Scouting is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the council.

Competencies and areas of expertise may include:

- Interpersonal Relations - 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; has demonstrated ability to market the Girl Scout value proposition through a variety of communication venues including in person, phone, and online.
- Customer Responsiveness - seeks and acknowledges the views and ideas from customers (for example, internal and external); identifies, prioritizes, and balances customer issues; takes time to answer questions and explain decisions; follows through on commitments to customers in a timely manner; maintains a commitment to continuous improvement. Demonstrates comfort in presenting the value behind solutions in a way that resonates with what is most important to the members/customers of the organization.
- 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.
- Conflict Management – ability to anticipate, prevent, and resolve conflicts while maintaining productive working relationships (for example, with customers, , or coworkers); distinguishes between disruptive conflict and constructive differences; identifies common interests to resolve differences
- Oral and Written Communication abilities (i.e. In person, verbal, written, and/or phone); 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 effectively with a diverse group of girls, volunteers, and staff.
- Project Management - formulates short- and long-term project goals, objectives, schedules, and priorities in line with council goals; anticipates issues, obstacles, or opportunities that may impact plans or actions; establishes courses of action for accomplishing goals while attending to and incorporating information obtained during day-to-day administrative tasks; identifies outcome measures at beginning of project
- Technical computer skills in Microsoft Office including Word, Excel, and Outlook, customer relationship management systems (Salesforce, Personify), and social networking.
- Volunteer Relations - understands the functions of volunteers; demonstrates flexibility to meet with volunteers; monitors use of volunteers within existing constraints and guidelines; recognizes volunteer accomplishments; works effectively with volunteers.
- Judgment and Decision-Making - recognizes when immediate action is required and when sufficient information has been obtained to make a decision; supports decisions or recommendations with data and/or reasoning; defines and consults supervisor prior to implementing solutions to problems.



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Education, Work Experience, Skill Requirements & Certifications:

1. Minimum Education (or substitute experience) required:
 - Bachelor's Degree or equivalent experience.
2. Minimum Experience required:
 - Minimum 1-2 years of related work experience. Non-profit experience and/or membership experience a plus.
 - Minimum one-year professional experience including handling conflict resolution
3. Additional Requirements:
 - Proven ability and aptitude to work collaboratively with diverse individuals throughout the organization and community.
 - Ability to manage multiple tasks simultaneously without constant supervision.
 - Ability to work a flexible schedule to include nights, weekends and holidays
 - Position is based out of our Low Desert location. However, may work from our other locations as assigned.
 - Daily and occasional travel may be required
4. Minimum License, Certifications & Affiliations/Memberships and CEU's
 - Valid California driver's license and an insured vehicle in good working order.
 - Must successfully complete a criminal history background check

Work Conditions

- Activities occur both inside and outside and employee is subject to both environmental conditions; however, employee is not substantially exposed to adverse environmental conditions.

Miscellaneous

- Must have belief in the mission and values of Girl Scouting; be willing to subscribe to the principles expressed in the Promise and Law, and aware of the needs of girls in our pluralistic society.



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Analysis of Physical Demands - Key (Based on typical week):

N=Never

R=Rarely (Less than 1 hour per week)

O=Occasional (1%-33% of time)

F=Frequent (34%-66% of time)

C=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
<i>Lifting/Carrying</i>						<i>Twisting/Turning</i>					
Under 10 lbs				X		Reach over shoulder				X	
11-20 lbs				X		Reach over head			X		
21-50 lbs			X			Reach outward			X		
51-100 lbs	X					Climb	X				
Over 100 lbs	X					Crawl	X				
						Kneel		X			
<i>Pushing/Pulling</i>						<i>Squat</i>					
Under 10 lbs				X		Sit				X	
11-20 lbs			X			Walk-Normal Surfaces				X	
21-50 lbs		X				Walk-Uneven Surfaces		X			
51-100 lbs	X					Walk-Slippery Surfaces	X				
Over 100 lbs	X					Stand				X	
						Bend		X			
<i>Driving</i>						<i>Visual Acuity</i>					
Automatic Trans				X							
Standard Trans	X										
<i>Other</i>											
Keyboard/Ten Key			X								
Fingering (fine dexterity)			X								
Handling (grasping, holding)			X								
Repetitive Motion - Hands				X							
Repetitive Motion - Feet				X							

Additional Physical Requirements:

Approved By: _____ **Date:** _____

Approved Title: _____

Employee Name: _____ **Date:** _____

Employee Signature: _____