

**GSCI Position Description**  
**GIRL SCOUTS OF CENTRAL INDIANA, INC**

---

---

**Position Title:** Community Engagement Manager

**Reports To:** Community Engagement Director

**Status:** Exempt, Pay Grade 4

---

---

**JOB SUMMARY**

The Community Engagement Manager is responsible for retaining girl and adult membership in assigned, established geographic areas through implementing and sustaining excellent customer service. She/he is responsible for utilizing adult volunteer participation and girl input in implementing Girl Scouting in the assigned area.

**Essential Duties and Responsibilities**

- Accountable for meeting or exceeding an annual membership retention goal for girl and adult members
- Mentors service unit teams to work effectively with girls in assigned geographic areas to ensure delivery of program and services to girls. Establishes the appropriate volunteer support team to meet goals by recruiting, selecting, appointing, and supervising 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, recognition, and re-assignment of service unit volunteers
- Provides timely customer support and follow-up with volunteers; Identifies the need for and provides timely problem solving and conflict resolution support/intervention when appropriate
- 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 service unit volunteers and acts as a broker to distribute information to council staff and to guide volunteers to additional support services and resources.
- 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.
- Prepares a variety of reports to assist the service unit team in meeting their goals and objectives.
- Promotes and assists with Council programs, activities, public relations and fund development endeavors including United Way. Assists with the identification of council constituents.
- Keeps current on product program information and supports training and messaging that is provided to service unit volunteers.
- Works interdepartmentally to ensure Council goals are met.
- Performs other duties, as assigned, to meet GSCI goals.

## CORE COMPETENCIES

- Volunteer Relations - understands the functions of volunteers; demonstrates flexibility to meet with volunteers; effectively delegates responsibility; monitors use of volunteers within existing constraints and guidelines; recognizes volunteer accomplishments; works effectively with volunteers.
- Volunteer Management - knows the procedures, tools, and legal issues associated with recruiting, selecting, supervising, and releasing adult volunteers; assigns and manages volunteers in an efficient manner; monitors use of volunteers; recognizes volunteer accomplishments.
- Conflict Management – Anticipates, prevents and resolves conflicts while maintaining productive working relationships (for example, with customers, vendors, or coworkers); distinguishes between disruptive conflict and constructive differences; identifies common interests to resolve differences; identifies the causes of problems; analyzes factors contributing to conflict; anticipates potential conflicts; facilitates conflict resolution.
- 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.
- Team-Building – Knows team-building techniques and processes; collaborates with others to create optimal solutions; fosters a commitment to a team approach to work; promotes partnerships between work units; collaboratively defines boundaries and outcomes of work responsibilities; shares information with others; recognizes and rewards team accomplishments; shares decision-making responsibility with team members.
- 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. Displays comfort in presenting the value behind solutions in a way that resonates with what is most important to 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.
- 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.
- 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.
- Judgment and Decision-Making - recognizes when immediate action is required and when sufficient information has been obtained to make a decision.

- Technical computer skills in Microsoft Office including Word, Excel, and Outlook and customer relationship management systems.

### **JOB QUALIFICATIONS—Knowledge, Skills & Abilities**

- Bachelor's degree, strongly preferred.
- At least two years of volunteer management experience, including training, coaching and relationship-building to achieve desired outcomes.
- Experience in assessing community needs and developing a comprehensive plan to retain girl and adult members.
- Ability to work in a team environment with commitment to contributing to the organizational goals.
- Excellent verbal and written communication skills; Ability to motivate both staff and volunteers to achieve council goals.
- Strong organizational and time management skills.
- Experience and sensitivity in working with people from a variety of backgrounds.
- Proficient in Microsoft Office Suite including Outlook, Word, Excel and PowerPoint.
- Demonstrate and promote a climate of courtesy, respect and professionalism to coworkers, the volunteers served by this council, and others with whom the job puts her/him in contact.
- Understanding of the applications of the Girl Scout program, philosophy and policies (may be acquired upon employment).
- Willingness and ability to work a flexible schedule including evenings and weekends.
- Must hold membership in the Girl Scout organization and subscribe to the tenets of the Girl Scout Promise and Law.
- Attendance is an essential job requirement defined as having regular, consistent, reliable, punctual and predictable attendance including the ability to work regular hours and shifts, before and after hours, and on weekends.
- Must be able to travel within established geographic areas and council service centers, as necessary.
- Must have reliable transportation, hold a valid drivers' license and meet GSCI driving record and automobile insurance requirements.
- Must complete and pass a criminal background check.

### **Equal Employment Opportunity (EEO)**

Girl Scouts of Central Indiana is an equal employment employer. We will recruit, hire, train and promote persons in all jobs titles without regard to age, color, disability, gender, national or ethnic origin, race, religion, sexual orientation or veteran status.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to speak or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools or

controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl, work in an office environment, work in a seated position, and work with computers.

The employee must be able to drive and have a valid driver's license. The employee must lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually moderate.