

Service Unit Manager Volunteer Position Description

Purpose

- Appointed by the volunteer support specialist, the service unit manager oversees and works in partnership with the service team and all stakeholders to build a strong service team and service unit that supports both girl and adult members. Works directly with the service team, troop leaders, and council staff.

Responsibilities

- Acts as the primary liaison between the service team, service unit volunteers, and GSME staff.
- Works with the volunteer support specialist to identify and appoint new service team members.
- Regularly communicates with each service team member to support them in their roles.
- Works with the service team and volunteer support specialist to build the service team's Plan for Success and helps lead the team through the Mid-Year Assessment and End of Year Assessment.
- Oversees service team progress toward goals set forth in the service team's Plan for Success and helps keep the team on task and moving forward productively.
- Works closely with the volunteer support specialist on overall management of the service unit including: shares information and updates with service team and leaders; promotes early renewal, Volunteer Toolkit usage, and other important programs; relays concerns from service team members, leaders, parents, and others as appropriate.
- Organizes and leads service team meetings in concert with members of the service team.
- In the absence of a volunteer support coordinator, and in concert with members of the service team, ensures that leader meetings are organized and held on a regular basis.
- Often holds the role of roster administrator and works with volunteer support specialist to maintain accuracy of service unit roster.
- Facilitates problem solving and assists with conflict resolution when necessary.

Required Qualifications

- Registered and approved Girl Scout volunteer, at least 18 years of age, who lives the values of the Girl Scout philosophy and adheres to GSME policies and ways of work.
- Strong organizational, planning, and leadership skills (including team-building, coaching, delegation, and conflict management).
- Able to maintain confidentiality when sensitive issues arise.
- Work productively & respectfully with people of diverse cultures, abilities, personalities, ages & backgrounds.
- Adaptable and able to remain flexible and tolerant in response to changing situations and environments.
- Effective oral, writing and reading skills—express ideas and facts clearly and accurately.
- Knowledgeable and versed on GSME policies as stated in the Volunteer Handbook and Service Team Handbook.
- Strong understanding of the Foundational Girl Scout Experience.

Desired Qualifications

- Prior experience in other roles on the service team and/or participating on event committees.
- The ability to talk with people one-on-one and in large group settings.
- Enthusiasm for sharing information and promoting vibrant communication within your service unit, such as through Facebook posts and email newsletters.
- Familiarity with Microsoft Excel and Adobe Acrobat.