



Leadership Development Manager – Cadette/Senior/Ambassador

08/22/2021

Leadership Development Manager—Full time

Girl Scouts is seeking a motivational and inspiring Leadership Development Manager with strong initiative and self-direction to lead a team bringing the Girl Scout Leadership Experience to life for volunteers and members. Share your talents with the world's largest leadership organization and make a difference in a Girl's life!

LEARN MORE AND APPLY TODAY!

www.gsbadgerland.org

APPLICATION PROCEDURE

Email cover letter and resume to Kathy, Chief Talent Officer, at HR@gsbadgerland.org

Organization Overview

Vision

To be the premier leadership organization for girls in the USA

Mission Statement

Girl Scouts builds girls of courage, confidence, and character who make the world a better place.

Overview

The Girl Scouts of Wisconsin – Badgerland Council, one of 111 Councils throughout the USA, provides programming, training, and support to Girl Scout more than 8,000 members in 24 counties in southwest Wisconsin and parts of Minnesota and Iowa.

Badgerland Council includes volunteers, adult and girl members, and paid-staff *working together*. This includes recruitment efforts, troop leader and family engagement training and support, Girl Scout programming and activities, and the iconic Cookie Program: the largest girl-led business in the world!

Organizational Strategic Focus

- Build an organization that reaches its goals and grows a membership that fully reflects our population.
- Increase new members (volunteers, girls, donors) with a focus on K-3, 5-6, and 8-9 grade levels and foster partnerships that support our growth.



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- Grow retention across all segments with high quality leader support and sought after programming experiences for girls.
- Demonstrate brand promise as the relevant, powerful, amazing organization that lifts girls and women for a lifetime of success.
- Delight our customers understanding that they include troop co-leaders, girls, parents, donors, volunteers, partners and staff.
- Thoughtfully create systems and utilize accountability measures that ensure commitment to our strategic focus and long-term viability.

Individual Core Competencies

- Diversity & Equity Advocate: Passionate about creating and supporting diverse, equitable, and inclusive spaces in the Girl Scout community. Strong intercultural communication skills; value diverse thoughts and perspectives and the positive outcomes when all voices are heard.
- Innovative Solution Seeker: Creatively and critically explore opportunities and challenges with an eye to solutions and forward-moving actions.
- Emotionally Intelligent: Personal awareness, self-control, and appropriate emotional expression; ability to build and steward interpersonal relationships judiciously and empathetically.
- Gumption & Drive: Through initiative and resourcefulness, set and reach ambitious goals; results-driven and self-motivated.
- Collaborative & Open to Learn: Work effectively in teams and inter-departmentally to move the mission forward; respond positively to constructive feedback and seek learning and growing opportunities.

Job Title:	Leadership Development Manager
Department:	Leadership Experience
Classification:	Exempt
Reports To:	Chief Experience Officer

Position Summary

The Leadership Development Manager supports our mission and strategic priorities by directing volunteer development and engagement, membership growth and retention initiatives, and guiding program enrichment and delivery. She/he supervises a team that brings the Girl Scout Leadership Experience to life for our volunteers and members and is responsible for the oversight of activities (directly and indirectly) that meet Girl Scout Leadership Experience outcomes.

The Leadership Development Manager will provide direction in order to recruit, retain, support, and recognize volunteers to further the Girl Scout movement. She/he will develop strategic retention initiatives and provide guidance to staff and volunteers to achieve results. The focus of this position is to support the team in making connections with people, providing exceptional support and service, strengthening their connection to the organization. With a concentrated focus on the



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overall Girl Scout Leadership Experience the Leadership Development Manager will guide the team to develop innovative, engaging girl-focused opportunities at each Girl Scout level to be delivered by the membership areas and/or at the council level. She/he will personally focus on activities for Girl Scout Cadettes, Seniors and Ambassadors.

The focus of this job is making connections with people, motivating and inspiring them. While the job requires strong initiative and self-direction, results are only achieved with and through people. The ability to understand, quickly react and motivate others to adapt is a key to success. The core of this position requires a motivated and motivating team builder and organization developer. Poise and an engaging, empathetic communication style based on natural warmth and enthusiasm is the key to achieving the goals of this job. A sincere appreciation for people and how they are each uniquely motivated is the foundation for success in this role. The job requires attention to the details of work, handling them with better-than-average accuracy and with careful attention to the quality of the work.

Essential Responsibilities

Volunteer Engagement:

- Create personal and professional enrichment opportunities which strengthen volunteer connection and commitment to the organization.
- Offer empowering virtual volunteer training that brings the Girl Scout Leadership Experience to life and inspires Cadette, Senior and Ambassador-level volunteers.
- Support and guide both virtual and traditional Girl Scout Cadette, Senior and Ambassador troops and their volunteers through virtual volunteer meetings, personalized support, virtual materials, web resources, mentorship and community-building.
- Manage volunteer conflict resolution, establishes administrative procedures, interprets policies and standards, and monitors volunteer practices.
- Create a culture of appreciation that includes consistency, maintains integrity, encourages the participation of the entire Girl Scout community, and leads to progression and retention of volunteers.

Member Support:

- Direct team to deliver exceptional customer service and utilize Salesforce to initiate, and record all communication and contacts.
- Develop and implement strategic retention initiatives to track, understand, manage and evaluate individual membership retention efforts and measure membership area market share.
- Identify level specific, geographic and programmatic gaps in service and develop plans that work towards membership retention and growth.



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- Study girl and adult related trends, multi-cultural data and demographics, effective communication, and marketing techniques to effectively implement a membership retention plan.
- Represent Girl Scouts within the community, and serve as positive resource and role model for community volunteers and leaders.

Program and Resource Development:

- Manage the Leadership Development Team.
- Conceptualize, plan, and implement innovative, engaging girl-focused Cadette, Senior and Ambassador-level activities and resources that address the needs and interests of members, volunteers and communities and attracts non-members to the organization.
- Ensure a high level of safety and ensure compliance with all safety standards in accordance with GSUSA, the Council, and local and state laws.
- Be or become a registered member of the Girls Scouts of the United States of America; have a working knowledge of Girl Scout philosophy and programming, and be committed to the Girl Scout mission. Prior Girl Scout experience not required.
- Perform other related duties as requested.

Education and Experience

- Bachelor degree or equivalent of education and experience. Preferred emphasis in marketing, nonprofit, social work, adult learning, event management, program management or other outdoor related field or comparable experience.
- 3+ year experience in working with, managing, or supervising volunteers or staff, event or program management is required. Spanish bilingual skills a plus.
- Proficiency with Microsoft Office Suite, experience working with social media platforms, and Salesforce preferred.

Key Department Partners: Membership, Customer Care, Finance, Product Sales, Community Partnerships

Anticipated Time Away from Office

- Must be able to occasionally work irregular hours, including nights and weekends; possess a valid Driver's License; must be able to work both in an office setting and independently off-site.
- Travels throughout jurisdiction 25% of working time, regularly attend meetings and activities outside of the normal business day, including evenings and weekends.