

## Leadership Development Specialist—Full time

Help volunteers have an enriching, invaluable Girl Scouting experience! Girl Scouts is seeking a Leadership Development Specialist to bring the Girl Scout Leadership Experience to life for volunteers and girls. 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](http://www.gsbadgerland.org)

### APPLICATION PROCEDURE

Email cover letter and resume to Kathy, Chief Talent Officer, at [HR@gsbadgerland.org](mailto: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.
- 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.

<b>Job Title:</b>	Leadership Development Specialist
<b>Department:</b>	Leadership Experience
<b>Classification:</b>	Nonexempt/Hourly
<b>Reports To:</b>	Leadership Development Manager

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### Position Summary

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

The Leadership Development Specialist will recruit, retain, support, and recognize volunteers to further the Girl Scout movement. She/he will execute strategic retention initiatives and work in partnership with staff and volunteers to achieve results. The focus of this position is making connections with people, providing exceptional support and service, strengthening their connection to the organization.

The Leadership Development Specialist recommends and inspires innovative, engaging girl-focused opportunities to be delivered by the membership areas and/or at the council level. She/he creates level-specific activities and resources that address the needs and interests of Girl Scout members and attracts non-members to the organization.

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. 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 Brownie-level volunteers.
- Support and guide both virtual and traditional Girl Scout Brownie troops and their volunteers through virtual volunteer meetings, personalized support, virtual materials, web resources, mentorship and community-building.

#### **Member Support:**

- Provide exceptional customer service and utilizing Salesforce to initiate, and record all communication and contacts.
- Execute 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.
- Represent Girl Scouts within the community, and serve as positive resource and role model for community volunteers and leaders.

#### **Program and Resource Development:**

- Conceptualize, plan, and implement innovative, engaging girl-focused activities and resources that address the needs and interests of members, volunteers and communities and attracts non-members to the organization.
- Deliver engaging volunteer centered enrichment and training experiences which strengthen connection to the organization.
- Maintain 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 related field or comparable experience.
- 1+ year experience in working with, managing, or supervising volunteers, 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.

**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 30% of working time, regularly attend meetings and activities outside of the normal business day, including evenings and weekends.

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