

Volunteer Engagement Specialist—Full time

Girl Scouts is seeking an engaging, compelling leader who will cultivate and grow volunteer relationships generating excitement and strengthen the volunteer experience furthering the amazing work of the Girl Scouts. 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.
- 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: Volunteer Engagement Specialist
Department: Leadership Experience
Classification: Nonexempt/Hourly
Reports To: Partnerships and Volunteer Manager

Position Summary

The Volunteer Engagement Specialist is responsible for developing and maintaining relationships with volunteers. She/he will recruit, retain, support, and recognize volunteers to further the amazing work of the Girl Scouts. She/he will be both externally and internally focused and will market opportunities, research options, maintain constituent data, recommend engagement opportunities and facilitate both cultivation opportunities and recognition events.

She/he will develop and lead girl and adult programming and training which generates excitement and strengthens the volunteer experience. She/he will recruit, retain, support, and recognize volunteers. The focus of this job is making connections with people, motivating and inspiring them to achieve desired results. Connections will be both externally and internally focused and will involve enrolling the commitment and buy-in of others, with emphasis on recruiting, retaining, supporting, and recognizing volunteers who further the Girl Scout Movement.

The work has fast-paced and even-paced seasons, with a variety of tasks and is dynamic and changing. The ability to understand, quickly react and motivate others to adapt to the changing environment is a critical key to success.

Essential Responsibilities

Volunteer Development:

- Identify and recommend prospective volunteer constituents or constituency groups.
- Create partnerships with area colleges, organizations and businesses interested in furthering the work of the Girl Scouts.
- Recruit, retain, support, and oversee a team of volunteers.

- Develop and lead specialized training opportunities and materials that add value to the member and volunteer experience.
- Motivate, prepare and inspire members and volunteers to achieve desired results.
- Coordinate with all departments, in all locations, regarding needs including episodic, short term, and long-term opportunities.
- Collaborate with the Marketing/Communications department regarding internal recognition opportunities and nominate volunteers for external awards.
- Facilitate an organizational culture which embraces the volunteer experience including staff training.

Relationship Management:

- Assist in orchestrating the volunteer relationship progression with Girl Scouts through volunteer opportunities.
- Manage a comprehensive tracking system which aligns all volunteer opportunities with all volunteers including training.
- Oversee electronic record keeping, files and correspondence using Salesforce.
- Devise and maintain information sharing mechanisms to alert the team of special accomplishments and significant events in volunteer's lives.
- Respond to all internal data-related inquiries and requests for reports, lists or other data as needed.
- Exceed customer expectations by providing exceptional customer service and support.

Event Management:

- Develop and lead training which generates excitement and strengthens the volunteer program.
- Maintain community events calendar and coordinate team-member participation.
- Serve as an organizational ambassador, which at times may include; acting as a spokesperson at public events, corporate opportunities, informational talks, etc.
- Maintain tracking records and data to analyze success and potential pivot points in strategy.
- Promote and assist with Council-wide programs, activities, public relations and fund development endeavors.
- 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 business administration, volunteer management, or communications.
- 2+ years of work experience in volunteer recruitment and retention, adult training, and customer communication and satisfaction.
- Proficiency with Microsoft Office Suite and database experience with Salesforce, required.

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 10% of working time.

Key Department Partners: Leadership Development, Marketing Communications, Membership, Customer Care, Community Partnerships