



Service Unit Operations Lead

Volunteer Position Description

TITLE:	Service Unit Operations Lead
COORDINATES WITH:	Program Lead, Support Lead and Operations Team
ESTIMATED HOURS:	Monthly - 6
TERM MINIMUM:	1 membership year (October 1-September 30)
TERM LIMIT:	Flexible (renewed annually)

POSITION SUMMARY

The Service Unit Operations Lead provides leadership and oversight for the SU Operations Team, maintaining fiscal integrity, meeting facilitation, engaged communications and sound fundraising, ensuring the Service Unit is organized, cohesive, and on track to meet the Service Unit goals.

SU OPERATIONS LEAD – DUTIES AND RESPONSIBILITIES

- Coordinate the SU Operations Team which oversees Communications, Treasurer, Development and Administration including meeting logistics and record integrity.
- Work with SU Treasurer to maintain financial records for all Service Unit funds and submit required reports by stated deadlines and serve as the second signer on the SU bank account.
- Collaborate with SU Communications Lead to ensure open lines of communication and spread the good news about local Girl Scout activity and serve as the second admin on the SU Facebook Group.
- Work with SU Administrative Lead to schedule regular SU meetings, maintain accurate SU records and up-to-date rosters.
- Aid the SU Development Lead in ensuring adequate resources for SU operation through Service Unit fundraising and money earning activities.

ALL MEMBERS – DUTIES AND RESPONSIBILITIES

- Be a registered and background checked member of Girl Scouts of the USA aged 18 or older who lives the values of the Girl Scout Promise & Law.
- Attend Service Unit meetings and assist in developing the Plan of Success for the Service Unit.
- Adhere to all current policies, standards, and procedures for Girl Scouts of the USA and Girl Scouts of Wisconsin – Badgerland Council, Inc.
- Complete all position-related training provided by Badgerland and Service Unit.
- Maintain regular communication with the Service Unit Leadership Team.
- Act as a liaison between Badgerland and the SU, openly communicating with Badgerland about successes, challenges, trends, and progress toward SU goals.
- Promote and portray Girl Scouts in a positive manner to the public, volunteers, girls, and families.
- Actively support Badgerland’s Strategic Focus within the Service Unit.

INDIVIDUAL CORE COMPETENCIES

- **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.
- **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.
- **Collaborative & Open to Learn:** Work effectively in teams to move the mission forward; respond positively to constructive feedback and seek learning and growing opportunities.

BADGERLAND 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 members understanding that they include troop co-leaders, girls, parents, donors, volunteers, and partners.
- Thoughtfully create systems and utilize accountability measures that ensure commitment to our strategic focus and long-term viability.