



Troop Support Specialist

We are Girl Scouts of Orange County! We are nearly 15,000 girls and 9,000 volunteers and adult members who believe in the power of every girl to change the world. We are champions of girl ambition, fueled by our unstoppable drive to provide every girl, regardless of age, background, or ability, the life-changing benefits Girl Scouts provides her to dream big and do bigger. Girls need the connectivity and sisterhood that Girl Scouts provides for self-expression, discovery, community, and inclusion – *now more than ever*. And with programs in every OC zip code, we offer every girl fun and inspiring experiences to practice a lifetime of leadership, adventure, and success. **Girl Scouts - building girls of courage, confidence, and character, who make the world a better place**

POSITION SUMMARY:

Reporting to the Troop Support Manager, the **Troop Support Specialist** is responsible for the advancement of Girl Scouts, in an assigned region, through volunteer delivery of the Girl Scout Leadership Experience. Troop Support Specialists oversee a region of four or five Service Units. Each Service Unit is led by a team of dedicated volunteers working to build the Girl Scout experience in their local community. Key responsibilities include volunteer management and program support. Troop Support Specialists are required to maintain a deep understanding of the Girl Scout Leadership Experience and the National Program Portfolio.

HERE'S WHAT YOU'LL DO:

Volunteer Management: Provide direct consultative services to volunteers with the goal of increasing the capacity of troop and service unit volunteers in the region. Build and manage volunteer Service Unit teams that will be successful in leading troop leaders and other operational volunteers. Work with lead Service Unit volunteers to identify and recruit volunteers with appropriate skill sets to take on leadership roles. Manage the planning process with Service Unit teams to deliver high quality, consistent Girl Scout programming for girl members.

Membership: Develop and implement a strategy in collaboration with the Membership team to lead volunteers to increase girl and adult membership and retention. Serves as point person and facilitator for a team composed of Troop Support, Membership, Recruitment and New Leader Support.

Communication: Act as a liaison between the volunteers and the Council staff for the purpose of increasing communication and streamlining processes. Attend Service Unit and team meetings, 6-10 times a month, providing information and operational support. Events are also occasionally required.

Leadership: Act as a mentor and manager of the region's volunteers, ensuring the highest quality of service to girls in alignment with the strategic priorities of the Council.

Team Support: Support Council objectives and all Volunteer, Membership, Girl Experience and Development departments' processes and events through collaboration with GSOC team members. Additional responsibilities and special projects will occasionally be assigned.

Conflict Resolution: Manage and resolve any conflict situations that arise among volunteers in the region.

Training: Analyze the developmental and training needs of the Service Unit in collaboration with the Volunteer Development Department. Assist in directing to or providing individual or group training to operational volunteers.

Reporting: Provide volunteer metrics to Troop Support, Membership and Recruitment Managers monthly.

HERE'S WHAT WE'RE LOOKING FOR:

- Bachelor's Degree OR equivalent experience. Volunteer management training is a plus.
- 3+ years of volunteer management or other youth program work experience.
- Must be able to work a flexible schedule, including nights and weekends.
- Highly skilled in verbal and written communications, including presentations to groups.
- Proven ability to build effective working relationships with volunteers.
- Demonstrated good judgment and sound decision-making.
- Proven teamwork and collaboration skills.
- Ability to prioritize, organize, plan projects, and manage time.
- Strong problem-solving and conflict resolution skills.
- Excellent computer skills including proficiency in MS Word, Excel, PowerPoint and Outlook.
- Bi-lingual English/Spanish/Vietnamese preferred
- Willingness to accept the beliefs and principles of the Girl Scout Movement and acceptance of the relevant and compelling benefits of Girl Scouting. Girl Scout experience preferred.
- Ability to work effectively with individuals and teams. Willing to work with all individuals, regardless of age, race, disability, religion, ethnicity, or socioeconomic background.
- Licensed and insured California driver, must pass background screening including driving. All employees must complete the California Child Abuse Mandated Reporter Training for Volunteers and be fingerprinted.

If you have the skills and want to make an impact on the lives of young girls, your community, and the world at large, we'd like to speak with you.

GSOC is proud to be an equal opportunity employer. GSOC is committed to a process of diversity, equity and inclusion.

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