



Director of Girl Experience & Program

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 Chief Operating Officer, the **Director of Girl Experience & Program** works in partnership with council leadership and other operational functions to support the organization's mission, vision, culture, strategy, best practices, and continuous improvement to ensure the achievement of the council goals and strategic priorities.

This position is responsible for providing strategic leadership and oversight of the Girl Experience division as it works to reach, serve, and support all girls within the council. The Director of Girl Experience & Program focuses on developing council-wide innovative strategies that enhance the overall experience of girls and their families, including designing, developing, and delivering progressive, intentional, and inclusive Girl Scout programming. This visionary leader will ensure the creation and delivery of fun and unique girl experiences that parents recognize as valuable, volunteers love to deliver, and will ultimately help girls reach their full potential through the Girl Scout Leadership Program.

HERE'S WHAT YOU'LL DO:

Strategy: Develop innovative strategies to create programs that achieve clear outcomes for girls, drive satisfaction, and achieve the girl membership retention goal. Create an annual girl program and retention plan aligned with the Council's Strategic Objectives. Create a strategic approach to developing program partnerships and providers with clear objectives, outcomes, and measurable return on investment (ROI).

Leadership: Provide leadership and guidance to the Girl Experience team in determining and developing innovative and inclusive strategies to engage girls and their families. Provide clear and consistent accountabilities and direction, ensuring effective onboarding, training, ongoing coaching, feedback, and staff development are managed, resulting in a high-functioning team. Provide guidance and oversight for girl conflict management.

Collaboration: Collaborate with Council Leadership and the Girl Experience team to develop innovative strategies to achieve council goals and objectives. Assist the Fund Development department in the grant application and evaluation process. Proactively encourage cross-functional collaboration to develop strategies to achieve the annual membership and product

program goals. Work with the Council Leadership to build collaborative relationships with community organizations, agencies, and businesses to ensure support for local program efforts.

Analytics/Metrics: Develop and implement a process for girl program outcomes evaluation and measurement. Lead the analysis of GSUSA girl and parent evaluations (Voice of the Customer), community needs, demographic data, membership, and outcomes statistics to inform the annual girl program and retention plan.

Program Development: Ensure girl and adult safety through education, promoting safe practices, and consistent interpretation of GSUSA and GSOC policies, standards, and procedures. Maintain expertise and content knowledge in the Girl Scout Leadership Experience and the National Program Portfolio to be the Council's Girl Scout program subject matter expert.

Communication & Support: Optimize technology to communicate and support members and program providers effectively. Support council functions by attending and promoting council-sponsored activities, meetings, and volunteer opportunities. Active participation in developing an environment that fosters diversity, equity, inclusion, and access through words, actions, and attitude.

Administration: Set, forecast, and maintain budgets for all assigned departments and provide guidance to direct reports to administer annual operating budgets. Performs other duties as necessary or assigned.

HERE'S WHAT WE'RE LOOKING FOR:

- Bachelor's degree in a related field or equivalent work experience.
- Five years of related work experience preferred, with demonstrable success leading and growing programs and high-performing teams.
- Minimum three years building and maintaining volunteer and community relationships.
- Understanding of Volunteer Management best practices.
- Experience managing program evaluation and analysis.
- Digital, virtual, and technical proficiency, including Zoom, Microsoft Word, Excel, Outlook, and Teams. Experience with CRM systems, such as Salesforce, is preferred.
- Demonstrated ability to work as part of a team, manage conflicting priorities, meet deadlines, take the initiative, and maintain confidentiality.
- Dynamic leadership with the ability to think strategically and critically to develop the team's strengths, ultimately driving engagement and delivering results.
- Knowledge of the functional needs as they relate to program design and delivery.
- High level of emotional and relational intelligence. Strong interpersonal, written, and oral communication skills, including public speaking.
- Knowledge of program evaluation and assessment.
- Strong financial and business acumen.
- Highly Collaborative.
- Adaptable and flexible.
- The ability to work a flexible schedule, including some evenings and weekends.
- Travel throughout council jurisdiction up to 20% of the time.
- Bi-lingual English/Spanish 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 Girl Scouts, 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.

Apply online at: <http://www.girlscoutsoc.org/en/gsoc/employment.html>

Scan to View our Job Board:

