girl scouts of central & southern new jersey

JOB DESCRIPTION

POSITION TITLE: Community Development Specialist

LOCATION: GSCSNJ/Remote

MISSION:
Accepts and implements the Girl Scout Mission to build girls of courage, confidence and character who make the world a better place. Agrees to pledge and uphold the Girl Scout Promise and Law.

CUSTOMER IMPACT STATEMENT:
The Community Development Specialist is responsible for the coordination and delivery of the Girl Scout Leadership Experience, the foundation of the girl Scout program, in assigned low-income and underserved areas of the council. Using the Girl Scout curriculum and events associated with our core pillar programs, the Specialist ensures the girls are attaining leadership outcomes as they participate in after-school pursuits and extra-curricular. Hands-on activities for girls. She/he is responsible for recruiting, training and supervising part-time community development staff. This position reports to the Manager of Community Development within Membership Services, under the direction of the VP, Membership Services.

CRITICAL SUCCESS FACTORS:

PRIMARY ACCOUNTABILITIES (may include, but not limited to):

Accountability	Responsibilities/Objectives
Ensures the effective delivery of the Girl Scout program in assigned area (s)	1. Coordinate and deliver GSLE programs that attract new members and transition girls to traditional troops. 2. Ensure participation in a variety of fun and challenging activities that are girl-led, cooperative, and hands-on. 3. Recruit, select appoint, and supervise qualified adult volunteers that reflect the demography of the assigned areas and are willing to help girls broaden their set of skills, behaviors, and attitudes to effectively navigate their environment, work well with others, perform at their best, and achieve their goals. 4. Gather, report and analyze survey results of programs implemented to ensure customer expectations, girl satisfaction, and GSLE outcomes achievement; such as: building confidence, forming healthy relationships, solving problems, and developing other such strength crucial to the well-being of youth.
Support successful completion of all grant funded opportunities assigned to department	1. Plan and implement all assigned grant funded programs. 2. Guide the development of sustainable collaborative relationships with community agencies. 3. Participate in the collection and analysis of data internally and externally to support council planning activities.
Ensure all program participants have continuous access to	1. Work collaboratively with all MOST team members 2. Interpret GSUSA and council policies, standards and procedures and direct volunteers and program partners to additional support services.

opportunities and support	3. Provide customer care and follow-up with volunteers, program partners and parents as requested; identify the need for and provide problem solving and conflict resolution when appropriate and in a timely manner. 4. Optimize the use of technology including customer relationship management system to support customer service to volunteers, parents and program partners.
	Other duties as may need to support Council business, as assigned

QUALIFICATIONS	
Education/Experience:	Equivalent work experience Minimum 2 years' experience in sales, community organizing, volunteer management, volunteer engagement.
Skills:	Outstanding oral and written communication skills; expresses ideas and facts in a clear and understandable manner appropriate for the individual or group; listens to and comprehends what others are saying; prepares organized and structured presentations. Ability to read, interpret and manage financial data and information Self-Management and Self Assurance – assesses own skills and abilities and identifies areas for improvement willingly accepts constructive feedback; seeks developmental opportunities; sets and achieves goals; works independently. Interpersonal Relations – establishes rapport with others at all organizational levels; respects others; considers and responds to the needs, feeling, and capabilities of others; establishes and maintains an open dialogue with others; has demonstrated ability to market the Girl Scout value proposition through a variety of communication venues including in person, phone, and online. Proficient technical computer skills in Microsoft Office including Word, Excel, and Outlook and customer relationship management systems.
Physical Qualifications:	Ability to lift 30 pounds
Other:	Subscribes to the principles of the Girl Scout Movement Ability to work a flexible schedule and provide own transportation for travel within the council jurisdiction