



POSITION TITLE: Onboarding Manager (Placement)

REPORTS TO: Director of Customer Care

FLSA STATUS: Non-Exempt, Full Time

POSITION SUMMARY

The Onboarding Manager works successfully to execute inputting of membership registration with ability to maintain high data accuracy and integrity and ability to effectively convert member leads. The Onboarding Manager assists families in identifying Girl Scout opportunities that align with their unique needs and interests.

ACCOUNTABILITIES

- Utilizes Salesforce membership database to track and follow through with leads, to attain the desired conversion rate and assists in meeting the assigned girl and adult membership goal.
- Manages the council's Opportunity Catalogs for potential girl and adult members through constant communication with existing and potential volunteers and the Membership Team.
- Facilitate troop placement and other Girl Scout participation for both girl and adult members.
- Capability to build rapport, establish trust and strong relationships with caregivers, prospective members, and potential volunteers quickly by phone and email.
- Provides efficient and accurate data entry for registrations.
- Provides high-quality customer service to both internal and external customers through timely, responsive action related to tasks/cases assigned, phone/email communication and in-person meetings. Support the Girl Scout brand by using tools and resources as designed to provide a smooth customer experience for both new and renewing volunteers and caregivers.
- Manages the council's troop numbers and disbandment of troops.
- Manages membership registration through insurance partnership.
- Handles sensitive information responsibly and maintains its confidentiality.
- Establishes the integrity of data that supports the conversion and placement of girls and adults in the appropriate volunteer project and volunteer job campaigns as listed in the opportunity catalog. Work proficiently in Salesforce reports and Microsoft Excel to accurately track, address and report out on data quality throughout the membership year.
- Other duties as assigned.

QUALIFICATIONS AND EDUCATION

- Bachelor's degree preferred or minimum of 2 years of equivalent work experience.
- Minimum of 2 years' experience in communications or related field.
- Possess excellent organizational, written, and oral communication skills.
- Ability to maintain accurate records and data.
- Be self-motivated with proven interpersonal skills.
- Efficient, accurate data entry
- Accepts and promotes the values of the Girl Scout Promise and Law.
- Models' behavior consistent with the principles of inclusiveness, the Girl Scout Mission, Promise and Law and the values of the Girl Scout organization.

- Be a role model for girls.
- Working knowledge of Salesforce and Windows Office products preferred.

PHYSICAL REQUIREMENTS

- Ability to sit, type and look at a computer monitor for at least three hours at a time.
- Walking, standing, bending, stooping, reaching and moderate lifting (up to 20 pounds).

Employee Role in Fund Development and Membership

You are required to have an active role in the Council's fund development and membership efforts, as set forth by the CEO.

In addition, as an employee, you are a representative of GSHG, and people form their impressions of the Council, in part, based on their interaction with you. Every personal contact is with a current or potential donor to or member of the Council and, thus, these impressions can influence their actions.

Employees also can play a more active role in fund development and membership by being alert to opportunities to identify potential new donors and volunteers.

Employee Printed Name

Employee Signature

Date