



POSITION TITLE: Membership Support Manager (Retention)

REPORTS TO: Regional Director of Membership and Volunteer

FLSA STATUS: Support Non-Exempt, Full Time

POSITION SUMMARY

The Membership Support Manager will be responsible for the support of new and existing troop and service area team members. Provide excellent customer service through phone, email and in-person meetings, delivery or promotion of Girl Scout training opportunities, and support of the Girl Scout Leadership Experience to volunteers. The Membership Support Manger will be responsible for retaining girl and adult membership within assigned geographic areas.

ACCOUNTABILITIES

- Implements membership strategies to achieve the council's goals for girl and adult membership in local area.
- Responsible for the implementation of the annual membership renewal process and meeting the overall council retention goal.
- Serves as the primary council contact for all troop and service area team members in local area.
- Promotes the use of the Girl Scout Leadership Experience through the Volunteer Toolkit.
- Develops and implements a yearly plan for service area.
- Collaborates with local membership team to develop strategies to reach regional membership goals.
- Collaborates with Director of Volunteer Development to ensure troop team volunteers are trained.
- Collaborates with Membership Recruitment Manager and Program Manager to ensure girls on the waiting lists for assigned service areas have resources for a Girl Scout Leadership Experience opportunity such as service area events, council-wide events, regional events, service area day camp, or council-wide camp.
- Collaborates with Membership Recruitment Manager to ensure newly formed troops have an appropriate meeting location and the essential resources needed for the first meeting.
- Coaches service area team members to problem-solve and resolve conflicts within the service area as they arise.
- Collaborates with other council departments to assure continuity through recruiting, training, developing, recognizing, and supervising service area team members.
- Monitors troop and service area bank accounts. Conducts bank account audits, as necessary.

ACCOUNTABILITIES

- Collaborates with Membership Onboarding Manager to ensure girls and adults have been assigned to the proper volunteer roles and girl opportunities.
- Establishes regular one-on-one meetings with service area managers.
- Coordinates and plans one-on-one meetings with service area managers. Conduct wrap-up conversations following the service area team meeting.
- Attends service area monthly meetings as needed.
- Provides high quality customer service to both internal and external customers through timely, responsive action related to tasks and cases assigned, phone and 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.
- Other duties as assigned.

QUALIFICATIONS AND EDUCATION

- Bachelor's degree preferred or 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.
- Initiative-taking with proven people skills.
- 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.
- Prior experience in sales, marketing, customer service, community relations, or other relevant area is preferred.

Employee Role in Fund Development and Membership:

Girl Scouts of Historic Georgia staff members will 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