



**Position Title:** Program Manager

**Reports To:** Program Director

**FSLA Status:** Exempt, Full-Time

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### **POSITION SUMMARY**

The Program Manager ensures high quality implementation of the Girl Scout Leadership Experience to girls in grades K-12 by maintaining community partnerships and programming opportunities. Executes council-wide programs and initiatives including outdoor programs and summer camp, STEM programs, council-wide girl groups, and Girl Scout highest awards ceremonies.

### **ESSENTIAL INDIVIDUAL FUNCTIONS**

- Applies expert knowledge of girls, girl issues, the Girl Scout Leadership Experience, and the National Program Portfolio to support staff and volunteers in delivering high-quality program experiences to a growing number of diverse girls.
- Collaborates with key community partners and topic experts to offer unique, state of the art regional opportunities that utilize the National Program Portfolio, are based on the Girl Scout Leadership Experience, respond to the needs, and interest of girls, and support the council membership growth plan.
- Manages and oversees online registration, confirmation and evaluations for volunteer, community partner, regional and council-wide programs.
- Provides guidance, approval, and oversight to supporting girls and volunteers for all Take Action projects; networking with community experts; and lifting up the Girl Scout Bronze, Silver and Gold Awards.
- Manages the awards program for girls and the work of the regional Gold Committee.
- Ensures all programs align with the Girl Scout Mission and Girl Scout Leadership Experience.
- Ensures diversity and pluralism are embraced and incorporated into the work of the council.
- Maintains professional representation of Girl Scouts of Historic Georgia in the community.
- Plays an active role in fund development and membership by being alert to opportunities to identify potential new donors, community partners and volunteers.
- Other duties as assigned.

### **ESSENTIAL COLLABORATIVE FUNCTIONS**

- With local Mission Delivery Team, develops and implements strategies which achieve regional membership goals and support local troops.
- With MarCom team, to ensure that GSHG Program opportunities are widely advertised and promoted. When programs are cancelled or changed, ensures information is shared with members in a timely manner.
- With Volunteer Development and a volunteer committee, annually plans and leads a

## Program Manager

regional high awards ceremony.

- With Property team, provides reservation information and assistance as needed to provide members with safe, attractive Girl Scout program environments. In regions where it exists, participates in Adopt-A-Camp committee.
- With regional office team, collaborates to ensure office, event and shop coverage and a professional and harmonious work environment.
- Works cross functionally with all Girl Scouts of Historic Georgia departments as needed to ensure quality customer service.

## QUALIFICATIONS AND EDUCATION

- Bachelor's degree preferred; related experience considered.
- Proficient in Microsoft Office Suite including Outlook, Power Point, Word, and Excel.
- Ability to train and supervise volunteers and staff.
- Ability to network, lead events and meetings, and motivate volunteers.
- Excellent writing and communication skills.
- Ability to provide positive excellent customer service to girls, volunteers, and staff with skills in solving problems and managing conflict.
- Ability to work independently and manage multiple priorities in a timely and productive manner.
- Ability to work a flexible schedule including evenings/weekends; occasional overnights required. Ability to travel and drive as job requires.
- Valid driver's license, use of a personal vehicle and proof of current insurance.
- Accept and promote the values of the Girl Scout Promise and Law.
- Model 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.

## PHYSICAL REQUIREMENTS

- Walking, standing, bending, stooping, reaching and moderate lifting (up to 30 pounds). Must be able to sit at a workstation and/or a computer screen for up to 2 hours at a time.
- Physical condition that allows for extended work periods in an outdoor setting, extensive walking.
- Occasional exposure to seasonal weather conditions.

## Employee Role in Fund Development and Membership

Girl Scouts of Historic staff members 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.

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Employee signature

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Date