



**POSITION TITLE:** Dream Lab Manager

**REPORTS TO:** Sr. Director of Membership and Volunteer Development and Sr. Director of Program

**FLSA STATUS:** Non-exempt, Full Time

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### **POSITION SUMMARY**

The Girl Scout DreamLab Manager will direct the day-to-day operations of Girl Scouts of Historic Georgia (GSHG)'s DreamLab in Albany. This role is responsible to grow membership and community engagement as well as increase space utilization and awareness of the DreamLab and Girl Scout programs. This role will schedule, oversee day-to-day activities of staff, and collaborate with multiple teams within GSHG to support their work at DreamLab.

Please note: Flexible scheduling is required, including the ability to open, close and work weekends with variable days off based on scheduling needs. DreamLab hours are Monday-Friday, 10am-7:30pm, Saturday 12pm-6pm, closed Sun.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

#### ***Staff Supervision***

- Work with departmental management, leadership, and key staff members to identify and fulfill staffing needs.
- Oversee DreamLab Associates and Specialists in providing excellent customer service and hospitality to all visitors.
- Manage daily activities in signing up members, scheduling reservations, delivering, and hosting programs, managing the facility, and supporting visitor use of the various features of the DreamLab.
- Schedule staff to ensure appropriate and adequate coverage during operating hours of DreamLab.
- Supervise the DreamLab team in opening and closing the facility, completing administrative tasks, managing facility usage, maintaining equipment and technology, and ensuring a safe, clean, and secure space.

#### ***Facility Management***

- Work with DreamLab team to ensure facilities are prepared for guests.
- Assist authorized groups and their leaders in the use and care of the facility, send confirmations, and communicate with groups prior to arrival.
- Maintain positive working relationships with property management, landlord, and nearby tenants.
- Respond to emergencies, ensure compliance with security protocols, and report potential hazards.

### ***Program Delivery***

- Coordinate and oversee execution of DreamLab programs, drop-in program offerings, workshops, partner programs, and large-scale community-facing opportunities.
- Create program curriculum, project timelines, run of shows, and collaboration of checklists.
- Support the delivery of programs and events hosted by program partners, volunteers, or other staff teams within the DreamLab.
- Maintain a calendar of daily programmatic opportunities for DreamLab visitors.
- Identify and address gaps in DreamLab program calendar
- Adapt current programs engage current and prospective members and volunteers.
- Generate program engagement and facility utilization reports.
- Conduct and report results from pre- and post-program surveys.
- Able to train and coach DreamLab staff and volunteers on program offerings and facilitation strategies.
- Communicate with GSHG's program and membership teams, community partners, and stakeholders to determine local programmatic needs specific to GSHG's membership.

### ***Membership Support***

- Promote Girl Scouting and participation in the Girl Scout Leadership Experience (GSLE)
- Collaborate with local membership staff to develop, execute, and implement effective recruiting strategies, and member engagement activities.
- Maintain current knowledge of the Girl Scout program, pathways, activities, and member registration processes.
- Cultivate and encourage positive relationships between diverse racial, ethnic, and social groups in the Council as a whole, between employees and volunteers, and with community leaders, organizations, and businesses.
- Ensure consistent delivery of the Girl Scout message of pluralism and diversity throughout the organization and within each community served.

### ***Administration***

- Support DreamLab survey administration, analysis, and change implementation based on feedback.
- Manage administrative responsibilities, meet administration deadlines, and respond to emails and phone calls in a timely and detail-oriented manner.
- Solicit additional support as needed.

## **PRIMARY CROSS-FUNCTIONAL RESPONSIBILITIES**

- Partner with Marketing and Communications department to promote DreamLab programs and reservation opportunities.
- Support Product Program in facilitating sales of products at seasonal community fairs.
- Comply with GSHG policies and operational guidelines.
- Perform other duties as assigned.

## **JOB QUALIFICATIONS**

### ***Education and/or Formal Training***

- Minimum of a college degree and/or a combination of education and experience.

### **Experience**

- At least five years of related customer-facing work experience (e.g., retail, hospitality, event management, program logistics and program planning, or other relevant customer-facing roles).
- Supervisory experience required.
- Demonstrated success in project management of cross-functional, regional, and/or statewide environments.
- Experience working with diverse populations and demonstrated personal and professional commitment to pluralism.

### **Knowledge, Skills, and Abilities**

- Excellent skills in planning and leading cross-functional projects.
- Ability to develop, communicate, and implement goals.
- Ability to be a team player, people leader and organizer.
- Analytical thinker and ability to solve problems by providing practical solutions.
- Basic common knowledge of janitorial and housekeeping practices.
- Ability to communicate (verbal and written), convey or exchange information (e.g., assignments and/or directions) effectively and professionally to staff and community.
- Strong motivational and organizational skills
- Detail orientated.
- Ability to manage multiple projects and deadlines, multitask, and prioritize.
- Knowledgeable in how to teach subject matter or train others through effective explanation, demonstration, and supervised practice; able to make recommendations on the basis of technical disciplines.
- Able to work with and retain sensitive and/or confidential information
- Knowledge of (or ability/willingness to learn) Counter Point POS, Microsoft Teams, Microsoft 365, Outlook, and Salesforce.

### **Additional Requirements**

- Must be at least 21 years of age.
- Must have 5 years of driving experience and possess a valid unexpired license to operate a standard motor vehicle.
- Must pass all required background & motor vehicle record checks.
- Must be fluent in speaking, reading, & writing English.
- Desired to be fluent in speaking, reading, & writing Spanish.

### **MATERIAL AND EQUIPMENT DIRECTLY USED**

- Computer and related software, telephone, e-mail, copiers, and equipment that are commonly found in an office environment.

### **WORKING ENVIRONMENT & PHYSICAL ACTIVITIES**

- Have own transportation to travel short distances for DreamLab functions.
- Flexibility to travel out of town when necessary to other GSHG locations.
- Flexibility to work variable days off based on scheduling needs, some evenings, weekends, and extended hours during peak program seasons.
- Frequently lift, carry, push, pull, or otherwise move objects.
- Occasionally transport up to 30 pounds with or without assistance.
- Engage with the public.
- Occasional periods of sitting at a desk in front of a computer screen.