

Service Unit Manager

SUMMARY: Serve as a knowledgeable, positive, and encouraging source of support for the entire Service Unit. Enthusiastically engage others in carrying out the Service Unit's Plan for Success as it relates to membership development and delivery of a quality Girl Scout experience. Provide leadership and management for an assigned Service Unit by ensuring the retention of existing members and the extension of the Girl Scout program to potential members and community members.

Benefits to Volunteers:

Volunteers in this position will gain experience:

- supervising and supporting volunteers
- setting goals
- planning and implementing actions to meet stated goals
- planning and facilitating meetings
- working with a diverse team of people
- connecting with local communities as a representative of Girl Scouts Heart of Michigan

REPORTS TO: Girl Scouts Heart of Michigan (GSHOM) Staff Partners including but not limited to assigned Membership Specialist.

APPOINTMENT: Appointed by GSHOM staff partners for one year; reappointment based on annual evaluation.

SUPPORT: The Service Unit Manager will receive support from all GSHOM staff partners, including but not limited to: Membership Specialist, Membership Manager, Customer Experience staff at all Regional Centers, Product Program Specialists, Program Specialists, Outdoor Program Specialists, and all of GSHOM leadership staff.

RESPONSIBILITIES/TASKS:

- Follow Girl Scouts of the USA (GSUSA) and GSHOM policies, standards, and procedures.
- Promote all GSHOM goals.
- Maintain communication with assigned Membership Specialist(s) about Service Unit goals, Service Unit needs or concerns, and to stay current on GSHOM happenings.
- Partner with volunteers of the Service Team and the Membership Specialist to develop a Plan for Success for the Service Unit.
- Schedule and host Service Unit meetings at least 5 times per year and Service Unit team meetings at least 3 times per year.
- Support the effective execution of Service Unit team roles and responsibilities.
- Work with the Membership Specialist and other Service Unit team members to identify and recruit new Service Unit Team Members.
- Support and inspire Service Unit Team members to help carry out plans and activities from the Plan For Success meetings.
- Attend and support the facilitation of regular Service Unit team and leaders meetings.

- Attend GSHOM hosted conferences, meetings, and other scheduled events as appropriate.
- Promote all Service Unit events, council-sponsored product program events, and other council-sponsored events as appropriate.
- Provide a welcoming and supportive environment for all volunteers.

QUALIFICATIONS:

- **Personal Integrity:** Demonstrate honesty, radical candor, and take responsibility for actions and outcomes, even when no one is watching.
- **Positive Mindset & Attitude:** Chose to perceive and reach through a lense of empathy, enthusiasim, curiosity, helpfulness while being passionate solution-oriented, service-minded, and driven towards goals.
- **Unquestionable Excellence:** Dedicated to fuilling the Girl Scout mission, willing to work hard to bring our vision to life through resilience, determination, personal growth, and continous learning.
- **Mission Driven:** Care deeply about girl development and partnering with stakeholders.
- **Collaborative Changemaker:** Intentionally present and forward thinking dedicated to sharing skills through mentoring, service leadership, taking risks, intentional youth development, who are open to change and feedback.
- **Adaptability:** Adjust and modify one's behavior, and remain flexible and tolerant in response to changing situations and environments, unexpected obstacles, or diverse people expressing different perspectives, needs, or demands.
- **Oral and Written Communication:** Express ideas and facts clearly and accurately. Maintain open lines of communication with all GSHOM staff partners.
- **Fostering Diversity:** Understand, respect, and embrace differences.
- **Technology Skills:** Access to e-mail and the internet.

REQUIREMENTS:

- Must be at least 18 years of age.
- Be guided in all actions by the Girl Scout Mission, Promise, and Law.
- Must be a registered member of GSUSA and have a background check completed.
- Must have knowledge of Girl Scouting including Safety Activity Checkpoints, Volunteer Essentials, and GSHOM policies.
- Remain informed about and comply with the most current policies, procedures, and guidelines of GSHOM and GSUSA.
- Must complete required training as assigned and provided by GSHOM and GSUSA.
- Ability to keep accurate records.

- Maintain a cooperative working relationship with GSHOM staff partners, service team members, and troop leaders.