

## Volunteer Position Description

<b>Position Title:</b> Service Unit Manager (SUM)	<b>Position Type:</b> Service Team Member
<b>Position Term:</b> 1 Year (September 1 - August 31)	<b>Staff Liaison:</b> Volunteer Membership Specialist

Girl Scout volunteers help craft girl experiences—from the way they run their cookie businesses to the way they speak up in meetings. Volunteers teach girls new skills and help them find the confidence they need to bring their unique ideas to life and make changes that they never thought possible. And as they help girls learn, grow, and lead, volunteers have the support of their local Girl Scout community: the service unit team. You can be that support! Volunteer with your service team to help set up volunteers for success and growth—honing your own leadership and organizational skills along the way. It's a win-win!

**Mission:** Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

### Core Values:

- **Girl Focus:** Helps girls set realistic, clearly defined goals/objectives to experience the Girl Scout Leadership Experience and achieve outcomes via Discover, Connect, and Take Action.
- **Adaptability:** Adjusts, modifies one's own behavior, and remains flexible and tolerant in response to changing situations and environments, unexpected obstacles, or diverse people expressing different perspectives, needs, or demands. Maintains a sense of humor, emotional composure, and objectivity under pressure, ambiguity, or opposition.
- **Fostering Equity:** Understands that individuals bring different experiences to Girl Scouts and embraces those differences. Actively seeks to be inclusive of every girl wishing to participate in Girl Scouts.
- **Oral Communication:** Expresses ideas and facts clearly, concisely, and accurately.
- **Personal Integrity:** Demonstrates dependability, honesty, and credibility. Serves as a role model for ethical business practices.

### Qualifications:

- Be a registered member of Girl Scouts of the USA (GSUSA) and successfully complete the volunteer appointment process, including completing and passing a background check.
- Agree to and be guided in all actions by the Girl Scout mission, Promise, and Law.
- Working knowledge of and comply with the current Girl Scouts of Oregon and Southwest Washington (GSOSW) *Council Volunteer Policies and Procedures* as well as GSOSW and GSUSA guidelines.
- Complete the current troop leader onboarding requirements (available online and in-person). Day Trips, Indoor Overnights, and Extended Travel training are strongly recommended.
- Access to a computer, reliable internet, email, phone, as well as basic knowledge of the Microsoft and Google suites of programs.

**Position Summary:** The service unit manager (SUM) serves as a knowledgeable, positive, and encouraging source of support and leadership for the entire service unit team. This position enthusiastically engages others in carrying out the team's plans, building community, and delivering quality Girl Scout experiences.

**Term of Appointment:** The service unit manager is appointed for a one-year term (September 1 - August 31) that is renewable upon completion of an evaluation process.

**Time Commitment:** The service unit manager will spend several hours per month planning and facilitating monthly service unit team and volunteer meetings to plan and support local activities. In general, non-peak seasons require 30 minutes to two hours per week to conduct service unit business, with additional time spent (one to five hours per week) during peak seasons and commensurate with the service unit size.

**Training and Supervision:** Training is guided by the GSOSW staff and is required prior to official appointment to the position. The staff liaison is a GSOSW Volunteer Membership Support Specialist.

**Location:** The service unit manager must be located within the geographical boundaries of the service unit they support, with some local travel for service unit events and occasional long-distance travel for Girl Scout events.

#### **Primary Responsibilities:**

- Coordinate the functions of the service unit team.
- Facilitate effective and positive service team and service unit volunteer meetings.
- Help with conflict resolution between volunteers.
- Facilitate the election of service unit delegate(s) for the GSOSW Annual Meeting.
- Work with the service unit team to develop a monthly member communication plan.
- Assist with service unit team recruitment and ensure missing team member tasks are addressed.
- Support activities and pathways for volunteer appreciation throughout the year.
- Coordinate the adult awards and recognition nominations for the service unit.
- Communicate on a regular basis with your volunteer membership support liaison.

#### **Position Competencies:**

- Strong management skills, such as planning, coordinating, delegating, interviewing, and supervising.
- Strong organizational skills and the ability to communicate effectively.
- Capable of setting a positive and inviting environment when interacting with volunteers and families.
- Ability to meet deadlines and complete tasks in a timely manner.
- Able to apply appropriate conflict resolution techniques.

#### **Work Conditions:**

- Indoor environment – 80%
- Outdoor events – 20%
- Travel to other locations – 5%
- Use of computer, phone, and other office equipment – 75%

#### **Physical Requirements:**

- Standing – 10%
- Walking – 15%
- Sitting – 75%
- Use of Computer – 75%
- Lifting up to 25 pounds – 5%
- Reaching above shoulder level – 5%
- Driving – 10%

Reasonable accommodations may be made for volunteers unable to meet all the requirements of this position. Connect with your staff liaison to request an accommodation.

#### **Volunteer Acknowledgement**

Please review and sign the *Volunteer Agreement Form* upon appointment to your position.