



<b>JOB DESCRIPTION</b>			
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<b>Job Title:</b>	Membership Support Manager	<b>FLSA Classification:</b>	Non-Exempt
<b>Department:</b>	Engagement	<b>Reports To:</b>	Director of Membership Support
<b>Grade:</b>	7	<b>Date:</b>	April 2021

**Job Summary:**

Membership Support Managers (MSM) are key members of the GSNYPENN staff delivering a superior customer experience through service by way of retention, engagement, and recruitment of troops within assigned service units. They, at times, facilitate troops, series and activities to engage girls and volunteers in the Girl Scout Experience to meet assigned membership goals. They are responsible for building and providing a support network for adult volunteers; getting them started through training, supporting them and empowering them to be leaders who realize girls' dreams.

**Essential Duties and Responsibilities:**

- Generate and support membership within assigned territory, including troops, series and individual members, both girl and adult
- Operate as the point of contact for assigned territory
- Develop and maintain long-term relationships with territory
- Make sure members receive requested services and support in a timely fashion. For example, this includes providing Girl Scout experiences by way of troop, series and events for our girl members as well as providing information, guidance and assistance to our membership and caregivers.
- Collaborate cross-departmentally to carry out strategic priorities of the council
- Communicate member needs and demands to leadership
- Forecast and track member metrics
- Manage projects, working to carry out member goals while meeting council goals
- Identify opportunities to grow membership within assigned territory
- Coordinate with staff members to ensure consistent service
- Service multiple service units concurrently, often meeting deadlines
- Keep records of member communications

### **Supervisory Responsibilities:**

The Membership Support Manager supervises volunteers in an assigned geographic area.

### **Minimum Qualification Standards:**

- High school diploma required; Associate's degree preferred and/or 4 years of relevant experience.
- One to two years previous related experience
- Must have own transportation and maintain a valid driver's license and be able to travel to all 26 counties of the council.
- Frequent travel is required.
- Must have ability to work a flexible schedule to accommodate frequent evening and weekend work.

### **Required, Specialized, or Technical Knowledge:**

- Advanced customer service skills, even in the most difficult situations. Commits to satisfying internal and external customers and takes responsibility to resolve customer complaints; responds to customer requests in a timely manner; elicits feedback from customers; creates strategies to help the organization serve customers more effectively; considers both short and long-term interests of the customer in making service decisions
- Proven oral and written communication abilities with an emphasis on active listening and customer service skills; able to communicate effectively with a diverse group of customers, volunteers and staff
- Self-starter who can work independently and takes initiative; is flexible, adaptable, organized and has a strong attention to detail
- Ability to view the council as a whole vs. individualized regions or federations to insure consistent opportunities and messaging.
- Must subscribe to the principles of the Girl Scout Movement and become a registered member of GSUSA.

### **Equipment, Machines and Software Used:**

Computer, network, cell phone, fax, telephone, voice mail, copier.

*Computer Software:* Microsoft Office to include Word, Outlook, Excel, PowerPoint, Salesforce, Vendor-specific software, bulk email software, inventory and retail software.

*Safety Equipment:* None required

### **Physical and Mental Requirements:**

- Ability to sit, stand, walk, talk, hear, use hands to finger, grasp, handle or feel, push, pull, reach, climb, balance, stoop, crouch, bend, or kneel, drive and perform repetitive motions of the hands and/or wrists.
- Close mental and heavy visual attention required to perform work dealing primarily with preparing and analyzing data and figures, using a computer terminal, and reading.

**Physical Exertion:**

Exerts up to 25 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, pull, or otherwise move objects.

**Environmental Conditions:**

- Average 20% day-time travel to meetings, cultivation opportunities, and activities.
- 40% evening and weekend work conditions occur regularly throughout the membership year.
- There is no substantial exposure to adverse environmental conditions with the exception of weather-related travel conditions.

**Disclaimer:**

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

<b>I acknowledge that I have received and read a copy of this job description and understand that I am responsible for the satisfactory execution of the essential job duties and responsibilities described above.</b>	
<b>Employee Name (print):</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	

***Equal Opportunity Employer  
Substance-Free/Smoke-Free Workplace***