

Service Unit Administrator Position Description

Pathway: Troop

- Long-Term Direct Service Long-Term Indirect Service
 Short-Term Direct Service Short-Term Indirect Service

Time Commitment:

Duration 1 year month week day

For 15 hour(s) per year month week day

Summary: The Service Unit Administrator is responsible for ensuring all program offerings align to the Girl Scout Leadership Experience (GSLE). She or he provides administrative and logistical support to all troop volunteers within assigned jurisdiction.

Place of Service: Service unit

Reports to: Membership Delivery Manager

Responsibilities/Tasks:

- Assist troop volunteers with administrative driven functions and responsibilities of their positions including adherence to all guidelines set forth in Volunteer Essentials and Safety Activity Checkpoints
- Assists new Troop/Group Volunteers in conducting parent/guardian meetings to develop troop/group committees
- Assist the Membership Delivery Manager in seeing that all volunteers take the required training within the specified time and encourage them to participate in other opportunities for development
- Be aware of and frequently check the document that tracks new and current volunteers.
- Read and understand the Position Description for Troop leader (01) and Troop Assistant (02).
- Provide ongoing guidance, support and feedback to Troop leaders in the geographic area.
- Work with the Service Unit Team to ensure all community program offerings align to the GSLE by using Journeys, Badges and the *Girls' Guide to Girl Scouting*, customized with additional local experiences.
- Provide ongoing support to volunteers in the implementation of Journeys, Badge work, *Girls Guide to Girl Scouting* and other council programming opportunities.
- Provide Troop/Group Leaders with logistical support, conflict resolution and problem solving regarding girls and parents.
- Perform year end assessment with troop leaders and provide feedback to the Membership Delivery Manager for reappointment.
- Be responsible for retention of girls in the Troop Experience through follow up with lapsed girls and troops.

Skills:

- Ability to communicate effectively with adults
- Remain flexible and tolerant in changing situations and surroundings.
- Computer skills, access to internet
- Good organization skills
- Effective writing skills
- Have a good knowledge of the Girl Scout Leadership Experience, Girl Scout Mission, Promise and Law
- Value, develop, and celebrate group and individual diversity.
- Works well with other adults
- Have experience in working in partnership with groups of adults.
- Listen to others and include their ideas.
- Express ideas and facts clearly and accurately.

Core Competencies-Required:

- Girl focus: Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun
- Personal Integrity: Demonstrate dependability, honesty, and credibility
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments
- Oral and Written Communication: Express ideas and facts clearly and accurately
- Fostering diversity: Understand and embrace differences

Support:

The Service Unit Administrator receives support, guidance, and encouragement from the service unit team and the Membership Delivery Manager. She/he has access to relevant learning opportunities and materials that prepare for and support this role. This position will be provided with email updates as needed, quarterly volunteer networking webinars and/or meetings, as well as in-person one on one meetings as needed, to ensure capability of fulfilling the responsibilities of the position.

Training and Development:

- Read the Service unit Administrator Orientation Manual
- Complete the SUA orientation review sheet and return to the Membership Delivery Manager
- Be familiar with and have on hand Volunteer Essentials, Safety Activity Checkpoints and Volunteer Policies
- Be familiar with the troop leader notebook that is given to leaders at their orientation

Requirements:

- Become a registered member of GSUSA
- Serve as a member of the Girl Scout Service unit Team
- Approved volunteer application
- Approved volunteer background check
- Signed Volunteer Position Agreement
- Be at least 18 years of age
- Accept the principles and beliefs of Girl Scouting and support local and national Girl Scout policies, practices and procedures
- Completes required training for position
- Remains in close communication with the Membership Delivery Manager on a regular basis

Safety-Related Matters:

- See the volunteer policies procedures on our website under the *Volunteer Resource* section of the website

I have read the Volunteer Position Outline and agree to carry out my responsibilities as described. If for any reason I am unable to perform any of my responsibilities, the council has the right to change my volunteer status. I will fulfill the outlined duties with no monetary compensation. I certify under penalty of perjury that I have not been convicted of any criminal offense. The council will not knowingly accept voluntary services from a convicted sex offender. Volunteers are required to disclose to council if they are living with a sex offender or have regular personal contact with a convicted sex offender, as well as the nature and the extent of such relationships or contacts. Volunteers who violate this procedure will be barred from any further participation in Girl Scout activities.

Name (print): _____ Email: _____

Phone: _____ Address: _____

Signature of Volunteer: _____ **Date:** _____