

# 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 and Troop Assistant Leader.
- 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 and Badges, customized with additional local experiences.
- Provide ongoing support to volunteers in the implementation of Journeys, Badge work 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 one on one meetings with the Membership Delivery Manager as needed to ensure capability of fulfilling the responsibilities of the position.

**Training and Development:**

- Read the SUA Position Orientation Manual
- Answer questions on 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 and use as resource the Service Unit Team Manual
- 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 the *Volunteer Resource* page of our [www.bdgsc.org](http://www.bdgsc.org) website

**Agreement:**

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: \_\_\_\_\_