



**Headquarters
Billings Service Center**
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Billings, MT 59102

Casper Service Center
501 North Sun Drive
Casper, WY 82609

Great Falls Service Center
4930 Ninth Avenue South
Great Falls, MT 59405

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Service Unit Team Position: Service Unit Manager

The Service Unit Manager’s purpose is to recruit, support, retain and guide a team of volunteers to deliver a quality Girl Scout experience for the adults and girls in a geographic area. The Service Unit Manager will lead the Service Unit team with a clear vision that aligns with the Girl Scout Mission, Promise and Law, and policies and goals of Girl Scouts of Montana and Wyoming and Girl Scouts of the USA.

Required Skills for Service Unit Manager:

- Willing to contribute to a supportive Service Unit environment and conscientious effort toward meeting the responsibilities of the position.
- Experience with volunteer management/supervision and delegation.
- People skills and the ability to collaborate with others, network, utilize community resources, mediate, negotiate, assist in conflict resolution, coach, and motivate others.
- Effective communication skills. Experience with public speaking is desirable.
- Effective time management including organizing, prioritizing, meeting deadlines, scheduling.
- Administrative ability including attention to detail, record-keeping, financial aptitude, accuracy.
- Experience as a Girl Scout volunteer leader/advisor is preferred.

Service Commitment: The Membership Manager will appoint the Service Unit Manager for a two year renewable term in which she/he can expect to provide a minimum of 2-3 hours of service weekly, depending on the needs of the Service Unit. (Service Unit managers may choose to take on additional roles in the Service Unit, which can increase the hours of service.) This is a year-round position.

Supervision and Support: The Service Unit Manager is supported by and accountable to the Membership Manager and Girl Scouts of Montana and Wyoming.

Qualifications and Accountabilities:

- Registered member of Girl Scouts of the USA and at least 18 years of age.
- Complete the volunteer staff appointment process as set by Girl Scouts of Montana and Wyoming including authorizing a background check.
- Participate in required training related to the position.
- Understand and be able to apply Girl Scout program and design including the Girl Scout Leadership Experience.
- Exhibit behavior consistent with the framework of the Girl Scout mission, Promise and Law, policies, procedures, and standards of the council and Girl Scouts of the USA (Refer to Blue Book of Basic Documents, Safety-Wise, and the Volunteer Resource Manual).
- Encourage participation in Girl Scouting by all girls and adults regardless of race, creed, color, religion, ethnicity, physical ability, national origin, or socioeconomic status.
- Demonstrate willingness to maintain a cooperative working relationship with paid staff members, Service Unit team members, and troop leaders.
- Become/remain familiar with Girl Scout resources, especially those relating to safety, policies and organizational standards.
- Recruit, supervise, support and recognize Service Unit team members for their designated term
- Oversee the development, implementation and achievement of the Service Unit goals in partnership with the Membership Manager, including goals for membership.
- Schedule and facilitate regular Service Unit team and Volunteer (Leader) Meetings, seeking input from Service Team members.
- Assure that Service Unit volunteer meetings provide up-to-date information as well as networking and training opportunities.
- Listen to volunteers’ successes and concerns, and share with Service Unit team and staff as appropriate.
- Provide conflict management/resolution or refer to staff as appropriate.
- Provide direction and assistance to Service Unit team members in the performance of their duties and regularly review the teams’ progress.
- Maintain Girl Scouts of Montana and Wyoming confidentiality standards.
- Knowledge of the area-including demographics, personnel and physical resources available, and present and potential membership statistics.
- Make short term assignments to members of the Service Unit as needed.
- Suggest and/or makes arrangements for training sites.
- Plan for special Service Unit-wide projects and for participation in area and council programs.
- Attend area meetings as necessary and requested by council.
- Sign troop sponsorship agreement, , volunteer agreement, and other such documents requiring supervisory review.
- Arrange for publicity of Service Unit programs through media representatives.
- Maintenance of records, supplies, and library materials.
- Submit names of qualified adults to serve on board/council committees and special projects.
- Oversee the registration of troops in their Service Unit with the assistance of the registrar.

I have read and understand the responsibilities as stated in this job description and agree to perform them to the best of my ability.

Signature of Service Unit Manager _____ **date** _____