

GIRL SCOUTS OF MICHIGAN SHORE TO SHORE

JOB DESCRIPTION

Job Title: Director of Membership

Reports To: Chief Executive Officer

Location: Grand Rapids Service Center

Hiring Range: \$60,000 - \$75,000 *depending upon experience*

POSITION SUMMARY: The Director of Membership is responsible for developing, implementing, and assessing comprehensive year-round recruitment and membership support strategies that increase girl and volunteer membership, and enhance retention. Provides strategic oversight, champions efforts related to council strategic priorities, and is accountable for ensuring that these strategies and plans are consistent with the philosophy of Girl Scouting, relying on the strength of volunteer leaders. The Director of Membership fosters and enhances strong relationships with adult volunteers, and corporate and community partners. Supervises a team of 12 plus staff and serves as a key member of the council leadership team.

Essential Duties and Responsibilities:

1. Responsible for the development, execution, and assessment of comprehensive membership plan that drives retention and recruitment ensuring girl and adult membership growth.
2. Hire and supervise membership department staff ensuring their education, ongoing mentoring and achievement of their goals related to the Membership Plan.
3. Create and sustain systems that support Service Unit Volunteers and troop leaders through communication, education, and general ongoing support.
4. Provides strategic oversight and champions efforts related to council strategic goals working in partnership with other leadership team members.
5. Takes a leadership role in building strong relationships with adult volunteers, and corporate and community partners.
6. Develops and manages departmental budgets and corresponding resource allocations.
7. May perform other related duties as assigned.

Qualifications:

1. Bachelor's degree or equivalent, and four plus years of experience in supervisor and people management.
2. Demonstrated customer service and staff motivation skills.
3. Experience developing a team to build and leverage relationships to increase membership and/or customer base.
4. Ability to work with and manage a diverse group of staff, volunteers, and vendors.
5. Experience with customer management and sales.
6. Strong computer skills – Microsoft Office proficient, experience with Salesforce desired.
7. Excellent written and oral communication skills.
8. Prior Girl Scout experience desired.

Requirements:

1. Willingness to work a flexible schedule including evenings and weekends.
2. Willingness to travel as job requires.
3. Capability to provide own transportation and must maintain valid operator license.
4. Work requires normal physical effort for primarily an office environment; some physical effort in handling of materials or boxes and tools or equipment of up to 20 pounds in non-strenuous work. Some periods of continual standing or waling may be required.

Core Competencies:

- Interpersonal Relations
- Team-Building
- Customer Responsiveness
- Personal Integrity and Professional Conduct
- Time Management
- Fostering Diversity
- Judgment and Decision-Making
- Problem-Solving
- Conflict Management
- Adaptability
- Oral Communication
- Written Communication
- Information Management
- Organizational Knowledge
- Human Resources Management
- Marketing Knowledge
- Networking
- Volunteer Management
- Project Management and Evaluation
- Staff Mentoring and Development