



**Girl Scout of Desert Southwest
Job Description
Chief Mission Delivery Officer**

Job Title: Chief Mission Delivery Officer
Department: Membership/Program
Reports To: Chief Executive Officer (CEO)
Direct Reports: Director, Outdoor Programs & Camping; STEM Director; Director, Volunteer Experiences; Director, Product Program & Sale; Director-Council Regional Services
FLSA Status: Full Time (Regular), Exempt
Grade: 11

JOB SUMMARY

The Chief Mission Delivery Officer leads and oversees all aspects of the council's membership support function to ensure the design, development, implementation, delivery, and assessment of integrated membership services across all assigned areas of the council's jurisdiction. The Chief Mission Delivery Officer works collaboratively with key members of the council's management team to ensure implementation of the council's comprehensive support strategy, with special focus on the council's customer service and member support. In addition, the director oversees a team of staff who develops, retain, and increase sustainable girl/adult membership. She/he develops and implements plans for membership extension to all markets; represents and extends Girl Scouting in the community through presentations, collaborative efforts, and networking; and develops and implements short-term contingency strategies in areas of responsibility as necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following; other duties may need to be assigned according to the particular needs of your council and areas of supervision.

- Works collaboratively to develop and implement a comprehensive membership support strategy that serves the current and future needs of members.
- Develops and implements appropriate strategies to ensure inclusion and access for all girls in Girl Scout programs
- Integrates the work of the team; works cross-functionally with other directors to ensure consistency in customer access and delivery of quality customer service in support of the council's strategic business goals

- Works collaboratively with other members of the management team to develop short-term and long-term strategies and to execute an integrated, multifunctional plan of work
- In collaboration with Regional Directors (program staff) and subject matter experts (STEM director; Outdoor Program and Camping; Product Program and recruitment staff, ensures volunteer delivery of high-quality, innovative program opportunities for girls, utilizing multiple delivery systems to retain and expand the membership base
- Oversees and expands current Community program venues and opportunities through identified schools, religious institutions, civic and social organizations, day care facilities, and other community based organizations working closely with the councils Regional Directors.
- Supervises membership staff throughout the council's jurisdiction to ensure consistent access to and quality delivery of the Girl Scout program, as well as interpretation of and adherence to council policies and procedures.
- Develops integrated strategies, objectives, plans, and budgets for Girl Scout member support department functions
- Works closely with the training staff to ensure that membership and program staff promote and support a robust volunteer development system, including learning opportunities and recognition functions; ensures provision of appropriate volunteer support systems
- Travels throughout the council's jurisdiction to meet with members and collaborate with diverse community groups; represents the council in the community; gives public presentations to increase awareness of the benefits of Girl Scouting
- Keeps abreast of trends and issues in the community affecting girls, volunteers, and council services; keeps current on GSUSA's policies, priorities, changes, and requirements related to the Girl Scout program and membership philosophy and strategies
- Ensures that diversity and pluralism are embraced and incorporated into the work of the council
- Networks to build contacts, collaborations, and fund-raising in the community
- Performs other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Education and/or Experience

- Bachelor's degree in a relevant course of study, or equivalent experience; graduate degree a plus, but not required

- Minimum of 5 years of directly relevant work experience, preferably in a nonprofit organization
- Proficiency in Word, Excel, PowerPoint and Outlook, sufficient technical ability to easily work in multiple digital environments such as, online training platforms, membership databases and the like. Salesforce experience preferred.
- Ability to project a high level of professionalism while networking in the public arena. Ability to speak passionately and with conviction about the organizational mission and its importance.
- Demonstrate a commitment and ability to interact with diverse populations.
- Demonstrate ability to handle sensitive information; ability to manage conflict resolution

B. Certificates, Licenses, Registrations

Valid Driver's License and Annual or Lifetime Girl Scouts membership required

C. Language Skills

Excellent, effective English language abilities, both oral and written

E. Reasoning Ability

Demonstrated reasoning ability, in order to successfully lead and/or manage responsibilities as described above.

- Ability to work independently and prioritize work while managing multiple deadlines
- Proven capability to work in a collaborative, service-focused environment
- Demonstrably strong analytical skills, as well as problem-solving and conflict management capabilities

F. Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sufficient eye-to-hand coordination to successfully operate a computer keyboard
- Ability to give presentations in front of large groups
- Ability to work a flexible schedule including nights and weekends
- Ability to sit upright for extended periods of time
- Ability to stand or walk for extended periods of time.
- Ability to occasionally climb or balance; and stoop, kneel, crouch, or crawl.

- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Must have personal transportation and ability to drive, possess a valid driver's license, maintain personal auto insurance and meet the council insurance company's requirements for coverage.
- Other demands, as determined by the council.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job function can be located at any location. Off-site work is frequently required and will take place at community locations including schools, churches, office buildings, parks, camp grounds and other settings as needed.

Girl Scout Core Competencies:

The competencies listed below are core to the Girl Scout movement:

- **Empathy, with colleagues and customers** – a successful member of the Girl Scout team approaches other with a service mindset, offers humility and inspires trust, takes time with people and is a good listener, and overall offers respect and kindness to all.
- **Possibility Thinking** – staff members approach challenges with curiosity, shows enthusiasm, explores alternatives before acting, takes on challenging tasks and sees opportunity in ambiguity, change and transition.
- **Innovation** – core to Girl Scouting staff must think in unique and independent ways, pursue standards of excellence, learn from risk taking and failure, and embrace new ideas from everywhere and everyone.
- **Courageous Leadership**, of self and others – staff work for the good of the whole, work collaboratively at all times, model assertive behaviors: bold, confident, respectful, empower others and distributes decision making, promotes honest communication and passionate debate, and maintains personal integrity.



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Acceptance of Job Description:

I understand and accept this job description. I understand that it supersedes any previous job description. I further understand that future performance evaluations will be based on my meeting the tenets of the job description. The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the position. I acknowledge being given a copy of this job description.

Agreed to by _____
Employee Signature

Date

Print Name