

# SERVICE UNIT MANAGER

## SERVICE UNIT TEAM MEMBER

**Summary:** The Service Unit Manager supports Girl Scouts in a designated community by coordinating and overseeing the work of the Service Unit Team. This is accomplished by appointing team members and developing a plan for the service unit that encompasses recruitment, retention, effective consistent communication and provides a welcoming environment.

**Term of Appointment:** The Service Unit Team Manager is appointed for a three (3) year term from October 1 through September 30, renewable upon completion of the council volunteer evaluation process. This position requires an average of 10 hours per week.

**Supervision:** The Service Unit Team Manager is supervised by the GSDSW Troop/Service Unit Support team which will provide general oversight for all service unit operations.

### Responsibilities:

- Lead the Service Unit Team to manage and maintain the Girl Scouting in a designated area
- Appoint and manage a Service Unit Team in support of a designated group of troops within a region
- Plan, schedule, and conduct Service Unit Team and Service Unit meetings for volunteers within the SU
- Lead the Service Unit Team in planning, implementing, and reaching Service Unit recruitment and retention goals
- Assist in developing and implementing plans for recruiting volunteers and girls in the SU area
- Ensure all volunteers and leaders within the Service Unit are processed and trained in a timely manner
- Assist with the formation of new troops and placement of girls in existing troops
- Create an atmosphere of appreciation within the service unit using both informal and formal recognition methods
- Ensure all required reports are completed and submitted by Troop Leaders and volunteers
- Assist in managing conflict within the service unit area with the support of GSDSW
- Maintain continuous communication with the Troop/Service Unit Support team at GSDSW
- Attend monthly Service Unit Roundtable meetings led by council
- Recommend and mentor a new service unit manager during your third year in this position
- Complete Service Unit Position training provided by GSDSW
- Ensure positive visibility and awareness of Girl Scouting in the community
- Be guided by the Girl Scout Mission, Promise and Law
- Remain informed about, comply, and support the most current policies, procedures, and guidelines of Girl Scouts of the Desert Southwest (GSDSW) and Girl Scouts of the USA (GSUSA)

### Qualifications and Core Competencies

- **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, remain flexible and tolerant in response to changing situations and environments
- **Oral Communication:** Express ideas and facts clearly and accurately; committed to supporting the council by presenting a positive and consistent message of Girl Scouting
- **Foster Diversity:** Understand, respect, and embrace differences
- **Computer skills:** Access to email and the internet, plus knowledge of social media
- **Strong Management Skills:** Planning, coordinating, delegating, supervising, and organization
- **Time Management:** Ability to meet council deadline and complete tasks in a timely manner
- **Budgeting Skills:** Conscious decision making about allocation of money such that expenditures do not exceed the income
- **Conflict Management:** Ability to apply appropriate conflict resolution techniques
- **Additional requirements:**
  - Current GSUSA membership
  - Previous Girl Scout experience is preferred
  - Completed volunteer background check and training requirements remain up to date
  - Remain a volunteer in good standing at all times

By signing below, I affirm that I have read and understand the information above and agree to fulfill the responsibilities for this position.

Date: \_\_\_\_\_ Service Unit: \_\_\_\_\_

Print Name: \_\_\_\_\_ email: \_\_\_\_\_

Signature: \_\_\_\_\_