

Job Title: Program Specialist
Department: Mission Delivery
Reports To: Director of Programs
FLSA Status: Full Time (Regular), Non-Exempt
Grade:

JOB SUMMARY

Responsible for planning, implementation, and evaluation of programmatic offerings while working directly with youth in various settings including schools, community organizations, and Girl Scout specific events. Works collaboratively with Program team members and cross-functionally with other departments to ensure achievement of the council's goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- With the support of the Director of Program to create an annual needs-based, data driven, comprehensive outreach plan with measurable goals.
- Assist in the design, development, and implementation of innovative programs to reach underserved, unserved, underrepresented populations.
- Serves as the primary contact for outreach sites within a given geographic area.
- Support program and fund development via basic grant management and reporting.
- Create community awareness and Girl Scout visibility through community involvement and engagement (i.e. youth coalitions, inter-agency meeting... as appropriate).
- Stay up to date with trends among youth to remain relevant and reactive to best serve girls.
- Must be able to engage with potential adult volunteers and youth.
- Assist in ensuring that all programs are aligned with the Girl Scout Leadership Experience (GSLE).
- Engage with youth and adult volunteers with a professional and positive attitude.
- Cultivate relationships with community partner agencies and maintain working relationships with current community partners.
- Ensure that all Girl Scout safety standards are achieved and consistent with GSUSA and GSDDSW safety procedures as outlined in Volunteer Essentials and Safety Activity Checkpoints.
- Be present and punctual for all scheduled shifts including weekends and holidays, and always remain alert and attentive during a shift.
- Ensures and provides quality service to both internal and external customers.
- Enhances the organization's reputation by providing a positive customer experience for all those contacted, either in person, email, or by phone.
- Support Council functions through promotion of Council sponsored activities. Extended hours may be needed on occasion to support program events, meetings, trainings, etc.
- 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.

A. Education and/or Experience

- Associate Degree or higher or equivalent work experience.

- Proven work experience with adult volunteers and youth.
- Proven knowledge of preparing and facilitating programs to a group.
- Experience in community engagement events preferred.
- Experience in public speaking and presentation preferred.
- Strategic thought partner, able to execute deliverables in a timely manner.
- Knowledge of the Girl Scout Leadership Experience (GSLE), Girl Scouts' National Program Portfolio.
- Proficiency in Word, Excel, PowerPoint and Outlook, sufficient technical ability to easily work in multiple digital environments such as online training platforms and membership databases.
- 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 Girl Scouts membership required.

C. Language Skills

- Excellent, effective English language abilities, both oral and written.

D. Reasoning Ability

- Demonstrated reasoning ability to successfully lead and/or manage responsibilities as described above.
- Excellent organizational and planning skills.
- Proven ability to work in a collaborative, service-focused environment.
- Strong analytical skills, as well as problem-solving and conflict management capabilities.

E. 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.

- 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 give and receive information by telephone and in person.
- Ability to sit upright 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 30 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.
- Ability to work and reside periodically at 5,000 feet, including but not limited to, hiking, biking, standing, cooking, uneven terrain and other such outdoor elements.
- Ability to work in the snow, heat, sun, rain.
- Ability to work a flexible schedule, including nights, weekends, summer residential camp etc.
- Other duties, 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 functions mainly in a designated Council office location providing a professional workspace in an open concept office environment. Off-site work will be required and will take place at community locations including schools, churches, office buildings, parks, camp sites and other settings

as needed. Offsite work may also include work at Camp Mitre Peak, which is a hilly property at 4,000 plus feet. Camp Mitre Peak is subject to extreme temperature, snow and wind. This position does require reliable transportation.

Other Working Conditions

- Continuous requirement for professional demeanor and appropriate office attire.
- A criminal background check is required.
- Continuous work as a team member and ability to work independently with some supervision.
- Continuous ability to work well with others.

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 others 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, always work collaboratively, model assertive behaviors: bold, confident, respectful, empower others and distributes decision making, promotes honest communication and passionate debate, and maintains personal integrity.

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

Revised: 8.29.24