

Job Title: Service Unit Manager

Position Type: Volunteer, Service Unit Team Member

Term of Appointment: Three-year term (July 1 – June 30), renewable each year upon evaluation with council approval; consecutive terms are not allowed.

Time Commitment: Average of 10 hours per week

Supervised by: Chief Development and Engagement Office

Position Summary

The Service Unit Manager leads and supports the local Girl Scout community by overseeing all aspects of the service unit's operation. This includes managing the Service Unit Team, guiding recruitment and retention efforts, ensuring timely communication and reporting, and fostering a welcoming, inclusive environment. The Service Unit Manager serves as the primary liaison between the council and the service unit.

Primary Responsibilities

Leadership & Team Management

- Lead, appoint, and support members of the Service Unit Team
- Organize, schedule, and facilitate regular Service Unit Team meetings and Service Unit-wide meetings
- Mentor and guide team members in meeting service unit goals

Membership Recruitment & Retention

- Develop and implement local strategies to recruit and retain girls and adult volunteers
- Support the formation of new troops and assist in placing girls in existing troops
- Ensure all volunteers are properly screened, appointed, and trained

Volunteer Support & Recognition

- Foster a welcoming, supportive, and inclusive environment for all volunteers
- Provide encouragement and leadership development opportunities
- Recognize volunteer contributions through formal and informal recognition

Administrative & Council Communication

- Ensure all required troop and volunteer reports are completed and submitted on time
- Actively assist in resolving conflicts, with guidance from GSDSW staff
- Maintain regular communication with the GSDSW Troop/Service Unit Support Team
- Attend council-led Service Unit Roundtables and other required meetings
- Serve as the main point of contact between the council and local troops

Succession & Community Visibility

- Recommend and mentor a new Service Unit Manager in the third year of service
 - Promote Girl Scouting in the community through visibility and engagement
 - Complete all GSDSW-provided Service Unit position trainings
 - Uphold the Girl Scout Mission, Promise, and Law in all actions
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Qualifications & Core Competencies

- **Girl Focus:** Empower girls to lead, learn by doing, and collaborate with others

- **Personal Integrity:** Demonstrate honesty, dependability, and credibility
- **Adaptability:** Stay flexible and responsive in changing environments
- **Oral Communication:** Express information clearly and consistently on behalf of Girl Scouting
- **Computer Skills:** Proficient with email, internet tools, and social media platforms
- **Management Skills:** Strong in planning, organizing, delegating, and supervising
- **Time Management:** Complete responsibilities and meet deadlines efficiently
- **Budgeting Skills:** Understand and support sound financial decision-making
- **Conflict Management:** Apply conflict resolution techniques appropriately

Additional Requirements:

- Current GSUSA membership
- Successful background check and completed required training
- Previous Girl Scout experience preferred
- Remain a volunteer in good standing throughout term

Acknowledgment

By signing below, I affirm that I have read and understand the responsibilities outlined for the Service Unit Manager position and agree to fulfill the duties to the best of my ability.

Date: _____

Service Unit: _____

Name (Print): _____

Email: _____

Signature: _____