

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
- **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: _____