



VOLUNTEER POSITION DESCRIPTION
SERVICE UNIT OPERATIONS MANAGER

SUMMARY: The Service Unit Operations Manager is responsible for providing support and mentorship for unit volunteers. Working with a group of service unit volunteers, the Service Unit Operations Manager oversees the communication and fiscal responsibilities for the service unit. The Service Unit Operations Manager supports the unit’s efforts in maintaining: Product Sales Programs, Area Treasury, and Media Coordination with troops and the community. The Service Unit Operations Manager cultivates and maintains relationships with community partners and works collaboratively with other Service Unit Leads and council staff.

TERM OF APPOINTMENT: The Service Unit Operations Manager is appointed for a term of one program year but may be eligible for reappointment.

ACCOUNTABILITY: The Service Unit Operations Manager is accountable to the Membership Manager.

- RESPONSIBILITIES:
• Work in partnership with the membership manager to develop a plan to achieve the goals that have been set in accordance with the council’s overall strategic objectives and to coordinate and support the overall efforts of the area’s administrative team.
• Provide oversight of the product program by organizing training on the sales process, including strategies, documentation requirements, collection of money, and the importance of enforcing safety protocols.
• Motivate and encourage girl and adult Girl Scout members to formulate and achieve their product goals.
• Leverage communication to resolve conflicts or difficulties in an appropriate manner with guidance from council staff.
• Collaborate with service unit leads and team members to develop the service unit budget.
• Review and audit service unit team finances and bank reconciliations on a consistent basis.
• Plan and help deliver area/service unit and administrative team meetings to ensure the distribution of resources, training and networking needs of the area are met.
• Remain informed of the current GSLE program and ensure volunteers receive the necessary support and resources to understand and successfully deliver the GSLE to girls.
• Remain informed about and comply with all current policies, procedures and guidelines (Volunteer Essentials and Safety Activity Checkpoints) of GS-NCCP and GSUSA.

QUALIFICATIONS AND CORE COMPETENCIES:
Girl-led Focus: Empower, encourage, and guide girls and volunteers to understand Girl Scouts’ girl-led, learn-by-doing and cooperative approach to developing a girl’s leadership skills.
Personal Integrity: Serve as a role model for volunteers guided by the Girl Scout Mission, Promise and Law - modeling reliability, dependability, honesty, credibility, respect for others, respect for self, inclusivity, positivity and a spirit of collaboration.
Adaptability: Adjust, modify own behavior and remain flexible and tolerant in response to changing situations and environments.
Oral Communication: Practice positive communication skills and express ideas clearly and accurately.
Foster Diversity: Understand, respect and embrace individual differences.
Additional Requirements:
• Registered member of GSUSA and a valid background check.
• Completion of any required training assigned and provided by GS-NCCP and GSUSA.
• Email, internet, and texting capabilities for consistent and effective communication, document sharing and research.

I accept the volunteer position responsibilities and will adhere to the qualifications listed above for the term of appointment unless my volunteer service is terminated earlier by the council in its sole discretion. I agree and understand that during my appointment as a volunteer of GS-NCCP that I am volunteering and I am not entitled to any payment or compensation for the services which I render to GS-NCCP or on GS-NCCP’s behalf and I further understand that by serving in this volunteer position I am not an employee or an independent contractor of GS-NCCP.

Service Unit Operations Manager Name: \_\_\_\_\_
Date: \_\_\_\_\_ County/Service Unit: \_\_\_\_\_