

Service Unit Communications Representative

Summary

The Communications Representative plays an important role in informing Girl Scout volunteers and family members, promoting public awareness, and supports Girl Scouting council wide. This position is responsible for establishing and maintaining regular two-way communication pathways within the service unit, assist service unit team members with communications with other service units, Girl Scouts of Utah and the public. This is accomplished by proactively managing service unit communication platforms (email/text lists, website, Facebook groups, Google groups, etc.).

Responsibilities/Duties

- Collaborate with Service Unit Manager and all other team members to obtain the detailed and complete information and council updates that need to be shared with members.
- Utilize Looker* to obtain service unit membership information for troop leaders and girls.
- Ensure new and existing troop leadership is contacted, welcomed and aware of:
 - Service Unit meetings: date, time and location.
 - Service Unit communication including Facebook, emails, texts, phone, etc.
 - Service Unit Team leadership roles and contact info.
 - How the troop contributes to and is supported by the service unit annual plan.
- Share service unit channels of communication with volunteers and families prefer to be contacted (email, Facebook, text, phone call, etc.).
- Remind troops, girls and families of upcoming service unit, regional and applicable council meetings/events in a timely manner (i.e. 1-week prior and the day before the meeting/event).
- Record meeting notes or minutes are taken and shared with all volunteers within the service unit within a timely manner (within 1 week of meeting).
- Document and photograph activities to share with service unit, troops, and council.
- Send photos and summary of activity for internal and possible external communications (i.e. council social media, weekly council newsletters, external news media, etc.) within one (1) week to appropriate council staff.

Qualification Requirements

- Excellent communication, planning skills, and is well organized.
- Experienced and skilled in using basic computer programs.
- Willingness to work effectively with other team members.
- Must communicate in a professional manner at all times.
- Able to maintain confidentiality when sensitive issues arise.

Benefits of Service

Marketable Skills

- Leadership
- Public Speaking - Facilitator
- Organization - Time Management
- Team Building

- Personnel & Conflict Management
- Delegation
- Volunteer Coordination
- Personal Integrity

Personal Enrichment

- Foster a greater understanding of the beliefs of the Girl Scout Movement
- Participate in a national and international organization
- Network opportunities
- Involvement opportunities in local, county and state activities
- Mentoring experience
- Discover outlets for creative expression
- Fulfill a desire to be helpful and make a difference in the lives of girls and adults
- Promote equality, diversity, antiracist and be an adaptable individual committed to building a forward-looking volunteer network

Skill Learning Opportunities

- Mass media skills
- Software programs

Term of Appointment

Appointed by Membership Support Specialist and reappointment based on annual evaluation. This position is a minimum two-year commitment and is renewable for a second consecutive term, for a total of four (4) years of service. The Girl Scouts of Utah council, in conjunction with the service unit team, will perform an annual evaluation of each service unit team member.

Once appointed to the position, volunteer will receive an email with instructions on how to access Looker.* Volunteer will lose access to Looker once they leave the position.

Transition into or from the service unit positions take place in July-August. Whenever leaving this position, the volunteer needs to complete all outstanding position requirements and/or provide their Membership Support Specialist with details of all incomplete tasks/requirements and all related documents before departure. Service Unit debit card is given to Service Unit Manager, if applicable.

Council Support

- Membership Support Specialist
- Volunteer Support Manager
- Recruitment Manager
- Training & Development Coordinator
- Marketing/Communications Department
- Customer Care Department

Resources

- Service Unit Guidebook

- Service Unit Planning Packet
- Service Unit Budget
- Volunteer Essentials
- GSU Volunteer Essentials Policies
- Safety Activity Checkpoints
- Looker*

**Looker is an online program that Girl Scouts of Utah utilizes to obtain membership information. Girl Scouts of Utah is releasing restricted data to volunteers for their use in their Girl Scout volunteer capacity. Any unauthorized disclosure/distribution of such data, including but not limited to addresses, phone numbers, email, etc. for any reason other than Girl Scout business is prohibited. The violation of disclosing any such Girl Scout data may result in the termination of their volunteer service for Girl Scouts of Utah. Once a new volunteer has been appointed to a service unit position in our membership database (Salesforce), the next day they automatically have access to Looker. When a volunteer is removed from their position in Salesforce, their access is removed by the next day.*