

Service Unit Manager

Summary

The Service Unit Manager plays an important role serving as a knowledgeable, positive and encouraging source of support for the entire service unit. The Service Unit Manager enthusiastically engages others in carrying out the team's plan for membership development and delivery of a quality Girl Scout experience. In partnership with Girl Scouts of Utah support staff and the Service Unit Team, the Service Unit Manager works with their team to develop a Service Unit Action Plan to help accomplish goals and provide stellar service to the amazing volunteers that step up to make a difference in the lives of Girl Scouts in their community.

Responsibilities/Duties

Service Unit Volunteer Management

- Work with council Membership Support Specialist and all service unit team members to identify and recruit new team volunteers.
- Ensure service unit team members are trained and have the necessary resources to perform effectively and encourage cross training of positions within the team.
- Support and assist in scheduling trainings for troop positions (i.e. Troop Cookie Manager, First Aid/CPR, etc.)
- Collaborate with council staff to identify and establish contact with key stakeholders, supporters, and alums within service unit.
- Lead and manage the service unit team to ensure excellent support is provided to all volunteers.
- Connect with each troop leader/co-leader individually twice during the membership year.
- Develop and implement an Annual Service Unit Plan:
 - Collaborate with service unit team and appropriate council staff to develop steps to reach goals.
 - Support and promote all council fundraising efforts including fall product and cookie sale programs.
 - Inspire and support service unit team members to accomplish plan and goals.
 - Collaborate with team to delegate tasks or revise plan as needed.
- Complete a yearly service unit survey, include challenges and successes for current year and visions for upcoming year.
- Provide coaching, development, and conflict resolution for struggling volunteers. Contact appropriate council staff for guidance.

Service Unit Meetings

- Facilitate regular Service Unit Team and Volunteer meetings to:
 - Build connections (networking) among volunteers within the service unit.
 - Ensure new and existing troop leaders/co-leaders are integrated into the service unit.
 - Mentor leaders/co-leaders and volunteers to lead in the Girl Scout Leadership Experience (GSLE).
 - Plan for service unit level program delivery and special activities.
 - Encourage all troops within service unit to participate in activities and events.
 - Train and mentor troop leadership to ensure girls have a positive experience.

- Communicate important council updates that impact the health of the service unit and the Girl Scout Movement.
- Secure a meeting place for regular Girl Scout service unit meetings.
- Create monthly agendas with input from all members of the team.
- In partnership with council staff, identify areas of risk and ensure proper training and mitigation are in place.
- Reach out to troop leaders/co-leaders and volunteers who do not participate in meetings to better understand and support troop needs.

Qualification Requirements

- Present a positive, enthusiastic, and knowledgeable image of Girl Scouting to girls/families, volunteers, council and the community.
- Aptitude to provide conflict resolution/mediation skills, training, and support.
- Willingness to work effectively with other team members.
- Ability to communicate in a professional manner at all times.
- Manage confidential and sensitive matters.
- Strong organizational skills; able to prioritize multiple tasks.

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

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 Finance Representative.

Council Support

- Membership Support Specialist
- Volunteer Support Manager
- Recruitment Manager
- New Troop Leader Support Specialist
- Latinx Support Specialist
- Placement Specialist
- 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.*