



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 Volunteer 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 Leader meetings to:
 - Build connections (networking) among volunteers within the service unit.
 - Ensure new and existing troop leaders are integrated into the service unit.
 - Mentor 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 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

- Develop leadership and management skills.
- Cultivate planning, organizational, communication and technology skills.
- Play an integral role in girl development and connect to the legacy of Girl Scouts.

Term of Appointment

Appointed by Volunteer Support Specialist and reappointment based on annual evolution. This position is a minimum two-year commitment and is renewable for two additional consecutive terms, for a total of six (6) years of service. Girl Scouts of Utah, in conjunction with the service unit team, will perform an annual evaluation of each service unit team member.

Council Support

- Volunteer Support Specialist
- Volunteer Support Manager
- Training & Development Coordinator
- Recruitment Specialist
- Chief Operations Officer

Resources

- Service Unit Guidebook
- Service Unit Planning Packet
- Service Unit Budget
- Looker*

**Looker is an online program that Girl Scouts of Utah utilizes to obtain membership information.*