



Volunteer Experience Specialist

GSGNY Background

For over a century, Girl Scouts has been instilling generations of girls with the skills and knowledge to become young women of courage, confidence, and character, to speak out and be leaders. Today, Girl Scouts of Greater New York (GSGNY) is delivering its message of empowerment and engaging more than 38,000 girls of every race, background, and religion. GSGNY's vision is a New York City in which every girl feels empowered to lead in her community, the workplace, and the world. GSGNY has become a hub for innovation within the broader Girl Scouts movement, presenting new ways to engage and inspire the next generation of young leaders.

Recent investments and initiatives include:

- **The Leadership Institute** provides middle and high school aged girls with 21st century leadership skills and subject-specific knowledge and experiences that will help girls reshape their views on leadership and about their own potential to transform into powerful agents of change, while equipping them to succeed in school and their future careers.
- **Troop 6000** is the first Girl Scout program specially designed to serve the thousands of girls currently living in the New York City homeless shelter system.
- **Cybersecurity Programs** at Girl Scouts were designed to serve the evolving needs of New York City's girls and New York City's workforce. With the goal of encouraging girls to consider careers that require STEM skills, this program ensures girls have the tools and knowledge they need to safely navigate our increasingly tech-driven world.
- **Anti-Racist and Anti-Bias Training:** We teach girls to lead by example, and to that end, we are committed to doing the work necessary to become an anti-racist organization. We are working to partner with experts in the areas of race, inclusion, and equity to conduct a series of trainings.
- **Camp Kaufmann:** The camp experience is an essential part of Girl Scouting – and as the only Girl Scout council in the nation serving a 100% urban population, we prioritize offering high quality outdoor education opportunities to New York City girls. We recently upgraded and enhanced facilities at our 425-acre Camp Kaufmann in Dutchess County, including the construction of a new swimming pool.

Guided by an ambitious strategic plan and its dynamic CEO, Meridith Maskara, Girl Scouts of Greater New York aims to expand to reach more girls while serving as an innovating force within the national Girl Scout movement.

Position Description

The focus of this position is to provide troop engagement, training, and support to our leaders/volunteers, and to be the primary point of contact for volunteers throughout the Staten Island Borough. Support ongoing strategies to gather leaders' input and identify needs for continued collaboration. Engage leaders on an ongoing basis. Engage with Service Units monthly. Encourage leaders to adopt the use of digital platforms such as the Volunteer Tool Kit, Looker, gsLearn, and BAND Channel. Manage Virtual cohorts and ensure leaders and youth are identified for each opportunity. The goal is to provide support and resources to volunteers and troops so they can consistently deliver the Girl Scout Leadership Experience. Onboard new volunteers and ensure their overall satisfaction.

Responsibilities

- Provide exceptional customer service to our leaders and volunteers with the goal of increasing retention year over year.
- Attend, and if needed, coordinate Service Unit meetings
- Survey all active leaders quarterly and document results
- Collaborate with Membership and other departments to develop and implement engagement and support strategies for our leaders
- Work closely with First Year Experience Manager and Customer Experience to outline processes that provide support and guidance for new leaders
- Lead council-wide initiatives to improve overall volunteer engagement year over year.
- Represent council at country-wide business and volunteer engagement / volunteer support projects.
- Share outcomes and insight from quarterly surveys with other departments
- Work with other departments to connect all outreach efforts with our volunteers and timely content if shared through the proper media channels.

Qualifications

- Education – Bachelor's Degree or 3 years of related experience
- Strong aptitude for using database systems (Salesforce, and Looker).
- Experience –2+ years of related experience.
- Superior problem-solving skills and ability to work independently.
- Ability to exercise sound judgement regarding data integrity, analyzing/presenting issues as they arise, and maintaining and organizing workload.
- Ability to communicate technical information to non-technical team members and work well with team.
- Ability to work cross-functionally and to identify how processes contribute to big-picture goals
- Excellent organizational skills and attention to detail.
- Ability to manage and maintain confidential information.
- Computer skills – Proficiency in Microsoft Suite (Outlook, Word, Excel, PowerPoint) with advance knowledge such as experience working with CMS databases.
- Ability to lift and carry a minimum of 25 pounds.
- Excellent interpersonal skills: have a strong sensitivity to cultural differences present among staff, youth, and volunteers within our organization through an anti-racist lens.
- Ability to work flexible hours including some evenings and weekends.
- This is a hybrid position (combination of in office, virtual and in-field). With some evening requirements.
- Regular contact with youth, caregivers, volunteers and community members.

COVID Guidelines:

The health and safety of our staff, girls and volunteer community is our highest priority. As such, the Girl Scouts of Greater New York (GSGNY) is requiring all newly hired, (and current) staff members to be fully vaccinated with an FDA authorized and/or approved COVID-19 vaccine by September 17, 2021, as a condition of employment. Requests for reasonable accommodations for medical or religious reasons will be considered in accordance with applicable law.

Compensation & Benefits:

- \$45,000 annual salary
- F/T Temp Position
- Comprehensive benefits including options for health, dental & vision coverage, Flexible Spending Account/FSA, commuter benefits, 403(b) retirement savings plan with employer match, and generous PTO.

To Apply:

Please send your resume and cover letter to apply@girlscoutsnyc.org. Please include "Volunteer Experience Support Specialist" in the subject line of your email. The Girl Scouts of Greater New York offers a comprehensive benefits package. The salary range for this position is \$45,000, commensurate with experience. While the Girl Scouts of Greater New York Team is currently working remotely, the organization expects to return to the office this summer.

Resumes submitted without a cover letter will not be considered. No phone calls, please.

The Girl Scouts of Greater New York are an Equal Opportunity Employer.

We are committed to providing equal employment opportunities to you without regard to race, creed, color, religion, national origin, sex, sexual orientation, pregnancy, marital status, age, veteran status, medical condition or disability, genetic information, gender identity, or any other protected status under federal, state, or local law.

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as necessary should an incumbent or applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation(s) for the specific disability will be made for the incumbent or applicant when possible.