

Job Description

Job Title:	Volunteer Resource Specialist
Department:	Program and Volunteer Support Department
Classification:	Exempt
Supervisor:	Director of Programs and Volunteer Support

Position Overview: Responsible for exceptional education and support for all adult volunteers by providing effective resources, comprehensive trainings, dynamic events, and exceptional communication. The specialist will ensure all materials, information and trainers exceed the standards outlined in the Council Plan of Work. This position will be responsible for creating new trainings that contribute to both new and tenured volunteers. Additionally, the Specialist will serve as a front-line point of contact on a daily basis for all volunteer inquiries and needs.

Duties and Responsibilities:

- Create and implement year-round training & support opportunities for adult volunteers, including First Aid and CPR, while working to create and implement new training opportunities for both new and tenured volunteers. Assists and supports all other Council Trainings.
- Maintain a level of expertise necessary to be considered a content expert on the entire troop leader and volunteer experience within Girl Scouts of Middle Tennessee.
- Respond to volunteer requests for information via telephone, email, and walk-in inquiries in a timely and professional manner.
- Recruit, train and support new trainers and ensure current staff is up to date.
- Maintain full proficiency in the organization's registration software system to serve as a knowledge base for volunteers.
- Analyze feedback and volunteer insights to implement effective retention strategies.
- Evaluate, assess and recommend modifications to volunteer support structures and processes on an ongoing basis as necessary.
- Independently develop, plan, and execute small to medium scale volunteer events while assisting in development and execution of large-scale events.
- Track volunteer training engagement data and coordinate with fund development as necessary.
- Manage all aspects of the Girl Scout Adult Awards process, including application submissions, reviews, and award ceremonies.
- Ensure that all Volunteer training records are maintained.
- Collaborate with other departments to develop materials, guides, and trainings for leaders and volunteers.
- Become the Council subject matter expert on First Aid/CPR including maintaining CPR/First Aid Instructor certification.
- Utilize technology effectively to provide synchronous and asynchronous training opportunities that ensure access to all volunteers.
- Develop and maintain a comprehensive Troop Resource inventory and oversee the reservation process.
- Accept additional responsibilities and perform other duties as delegated.

Education/Experience Required:

- Bachelor's degree required.
- Volunteer management experience preferred.

Knowledge, Skills and Abilities Required:

- Thorough Girl Scout knowledge and experience preferred.
- Strong computer skills.
- Excellent customer service skills.
- Highly motivated and enthusiastic team player with a positive attitude.
- Belief in the purpose, values and mission of the Girl Scouts of the USA and the Girl Scouts of Middle Tennessee.
- Excellent verbal, written and interpersonal communication skills, including conflict resolution skills.
- Strong organizational skills.
- Ability to handle multiple projects simultaneously.

Physical Working Conditions:

While performing the duties of this job, the employee may sit or stand for prolonged periods of time. The employee may lift, carry or otherwise move and position objects weighing up to 20 pounds.

Employee Name (Please Print)

Employee Signature

Date

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization. The Girl Scouts of Middle Tennessee reserves the right to review and adjust this job description as business needs dictate.