

# Service Team Positions and Responsibilities

Position	Responsibilities	Key Skills Needed <i>Note: All team members must attend service unit meetings and service team meetings and be willing to attend council T.E.A.M. meetings</i>	Direct/Regional Support
<b>Service Unit Chair</b>	<ul style="list-style-type: none"> <li>• Provide leadership to the service unit and service team</li> <li>• Organize and implement service unit and service team meetings</li> <li>• Coordinate assessment, development, and management of Service Unit Annual Plan</li> <li>• Ensure ongoing communication between volunteers, families, girls and the community</li> <li>• Provide opportunities for volunteers to network and develop skills through the service unit/circle and enrichment events</li> <li>• Recognize and appreciate volunteers (informal and GSWO/GSUSA awards)</li> <li>• Ensure service unit finances are managed in accordance with GSWO policies</li> <li>• Support volunteers in conflict resolution and problem solving</li> <li>• Support Family Giving</li> </ul>	<ul style="list-style-type: none"> <li>• Strong organization and communication skills including time management, expressing ideas in a clear manner, and the ability to effectively train and lead presentations/discussion</li> <li>• Promotes teamwork/partnerships between service team and volunteers and shares decision-making responsibilities with team members</li> <li>• Conflict management skills with the ability to prevent and resolve conflicts while remaining neutral and protecting relationships</li> <li>• Knowledge of creating a budget, and managing finances</li> <li>• Understanding of the community's strengths, weaknesses, opportunities, and challenges</li> </ul>	Community Development Manager
<b>Girl Scout Leadership Experience (GSLE) Chair</b>	<ul style="list-style-type: none"> <li>• Promote the Girl Scout Leadership Experience by providing support to new and returning troops</li> <li>• Ensure that troop leaders are aware of resources available to them (i.e. Girl's Guide to Girl Scouting, Journeys, Volunteer Toolkit)</li> <li>• Identify, coordinate and support learning opportunities at the service unit and circle level</li> <li>• Support the development of programmatic events for girls that promote girl-led, cooperative learning and learning by doing</li> <li>• Connect girls, adults and families to service unit, circle and council program activities</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding the importance of program processes (girl-led, cooperative learning, and learning by doing)</li> <li>• Strong organization and communication skills, including managing, leading and supporting presentations, trainings, and events</li> <li>• Conflict management skills with the ability to prevent and resolve conflicts while remaining neutral and protecting relationships</li> <li>• Understanding of the community's strengths, weaknesses, opportunities, and challenges</li> </ul>	Community Development Manager

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<b>Data Chair</b>	<ul style="list-style-type: none"> <li>• Support volunteers and caregivers/girls with the membership registration process encouraging at least 12 girls per troop</li> <li>• Educate service unit on benefits and processes for early and on time registration by established dates</li> <li>• Review membership reports to ensure accuracy and share progress with the service unit</li> <li>• Support placement of girls and adults into new and existing troops through promotion and use of the Participation Catalog</li> <li>• Follow up with lapsed girls and troops</li> </ul>	<ul style="list-style-type: none"> <li>• Strong organization and communication skills including time management, expressing ideas in a clear manner, and the ability to effectively lead presentations/discussion</li> <li>• Computer/Technology savvy, including knowledge of Microsoft Excel</li> <li>• Timely coordination and follow up with troops to ensure troops are registered, meet eligibility requirements, and are updated in the Troop Opportunity Catalog</li> <li>• Understanding of the community's strengths, weaknesses, opportunities, and challenges</li> </ul>	Community Development Manager
<b>Product Program Coordinator (Fall Product/ Cookie Coordinator)</b>	<ul style="list-style-type: none"> <li>• Train and support troops throughout product programs to ensure success of troops within the service unit</li> <li>• Understand and be able to explain programmatic and financial benefits of product programs to troops</li> <li>• Ensure troop fall product or troop cookie managers adhere to fall product or cookie program procedures and timelines</li> <li>• Receive, reconcile, and summarize troop paperwork</li> <li>• Accept delivery of and distribute recognitions to troops</li> <li>• Serve as main resource for troop cookie/fall managers during product programs</li> </ul>	<ul style="list-style-type: none"> <li>• Strong organization and communication skills including time management, expressing ideas in a clear manner, and the ability to effectively lead trainings and answer questions</li> <li>• Ability to manage and communicate with troop leaders and volunteers frequently</li> <li>• Cognizant of important dates with the ability to adhere to deadlines for training volunteers, turning in paperwork, and delivering rewards</li> <li>• Ability to use technology-based resources/platforms to manage and track sale</li> </ul>	Product Sales Manager

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<b>Service Unit Recruitment Chair</b>	<ul style="list-style-type: none"> <li>Partner with the service team and staff to develop a year-round recruitment plan</li> <li>Lead and/or coordinate recruitment efforts</li> <li>Organize interested girls and adults into troops by program level, grade, and school and share the registration process (supporting registration of at least 12 girls and one grade level per troop)</li> <li>Follow up with potential new volunteers and support them through the registration, background check and new volunteer processes</li> <li>Build a recruitment team utilizing school coordinators</li> </ul>	<ul style="list-style-type: none"> <li>Strong organization and communication skills including time management, expressing ideas in a clear manner, and the ability to effectively lead presentations/discussion</li> <li>Ability to answer questions, give testimonial, and market Girl Scouts to the community</li> <li>Contact and communicate with community partners and schools to set up recruitment events and distribute fliers</li> <li>Understanding of the community's strengths, weaknesses, opportunities, and challenges</li> </ul>	Community Development Manager
<b>School Coordinators</b>	<ul style="list-style-type: none"> <li>Assist service unit with recruitment of girl and adult members at a specific school. This can include reserving space, distributing fliers, and being present at troop formation nights</li> <li>Represent Girl Scouts at school events and open houses</li> <li>Maintain a strong relationship and presence with school staff, administrators and members of the PTA or PTO</li> </ul>	<ul style="list-style-type: none"> <li>Ability to answer questions, give testimonial, and market Girl Scouts to the community</li> <li>Contact and communicate with community partners and schools to set up recruitment events and distribute fliers</li> </ul>	Community Development Manager
<b>Service Unit Treasurer</b>	<ul style="list-style-type: none"> <li>Follow GSWO financial processes for service unit accounts</li> <li>Maintain accurate records and reporting on an annual basis</li> <li>Support service team members in planning and budgeting for service ice unit events</li> <li>Support troops in following financial processes</li> <li>Support new volunteers in establishing bank accounts</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of creating a budget and managing finances</li> <li>Strong organization, financial management and recordkeeping skills</li> </ul>	Community Development Manager

**Service Team Committee Positions:** Family Giving Spokesperson, Photographer, Historian, Communication Coordinators, Social Media Coordinator, Volunteer Awards & Recognition Coordinator, Event Coordinator, Faith Coordinator, Service Project Coordinator, or other job to support the service unit!