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**Position Title:** Membership Support Specialist

**Date:** June 2021

**FLSA Status:** Full Time, non-exempt

**Location:** Queensbury Service Center

**Reports To:** Director of Volunteer Services & Interim Director of Membership

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Girl Scouts “builds girls of courage, confidence, and character, who make the world a better place” and has served girls, ages 5 to 17, in northeastern New York since 1917. The Girl Scouts of Northeastern New York (GSNENY) is proud to serve approximately 8,000 girls across 15 counties in more than 900 troops. Girl Scout troops are organized into 63 Service Units where troop leaders obtain the support and resources they need from the Service Unit volunteer leaders and teams.

**Position Summary:**

The Membership Support Specialist is responsible for implementing membership recruitment strategies and events for girls and volunteers within his/her assigned territory/area. He/she carries out plans and initiatives for recruiting both Girls and adults within targeted communities. The Membership Support Specialist represents and extends Girl Scouts in the community through coordination and implementation of GSNENY Council/Service Unit partnerships; by engaging with schools, community and faith-based groups, corporations, and colleges to ensure that the Girl Scout Experience is known and accessible within the assigned territory. They also are a conduit between Council and our leaders. This position ensures that Leaders understand and have access to the orientation and developmental training and resources offered by our Council.

This position is eligible for discretionary incentive compensations in addition to the base hourly rate of pay. This position must be available afternoons, evenings, and weekends to best serve our members and their families.

**Major Accountabilities:**

- Assist in achieving the Council’s membership goals.
- Implement strategic membership recruitment plan in targeted areas.
- Establish, maintain, and strengthen relationships with Service Unit Managers in assigned area.
- Identify and participate in opportunities to build community presence, visibility and awareness of and participation in Girl Scouts.
- Establish relationships with area schools and district leadership.
- Develop new, and maintain existing, relationships with community organizations, agency leaders, faith-based institutions and, woman-centered professional organizations and their members.
- Keep database current as it applies to placement of Independently Registered Girl Scouts and Girls awaiting Troop placement.
- Assist Troop Leaders, Service Unit Managers and other volunteers in keeping Troop rosters up to date.
- Follow up on new cases, leads, referrals in a timely fashion.
- Assist in completion of membership registrations (paper and online).
- Serve as a support to new and established volunteers to ensure delivery of the Girl Scout mission.
- Provides training and support to new and existing volunteers.

- Keep up to date with National Girl Scouts resources, educational trends and national initiatives on relevant functional topics and strategies.
- Work in collaboration with other team members on community projects and initiatives; participate in local community, Service Unit and Council-wide events as needed.
- Represent Girl Scouts and GSNENY by being the primary “face” in the assigned area.
- Fulfill other duties as assigned by Interim Director of Membership and Director of Volunteer Services.

**Characteristics:**

- Highly self-motivated and results driven.
- Strong customer service and relationship building skills; ability to speak in public and address volunteers, parents, and external groups.
- Sales ambition and drive.
- Ability to think entrepreneurially, while delivering pre-determined tactics and strategies.
- Must work effectively in team and cross departmentally.
- Ability to handle multiple priorities effectively.
- Ability to model behavior consistent with the Principles of Inclusiveness and Girl Scout Mission, Promise, Law and Values.
- Must believe strongly in the Girl Scout Mission.

**Qualifications:**

- Experience in sales and/or recruitment.
- Demonstrated written and oral communication skills, including public presentations.
- Highly organized and able to set priorities.
- Proficiency in use of technology (Microsoft Office) and standard customer management systems applications
- Strong interpersonal skills
- Proven ability to work with volunteers, community leaders, team members and cross-departmentally.
- Ability to work a flexible schedule (including evenings and weekends) and travel primarily throughout the Council’s geographic area.
- Current valid driver’s license, proof of vehicle insurance, and vehicle availability.