

## Service Unit Manager Position Description

**The Service Unit Manager's** purpose is to recruit, support, and guide a team of volunteers to deliver a quality Girl Scout experience for the adults and girls in a geographic area. The Service Unit Manager will lead the Service Unit with a clear vision that is consistent with the Girl Scout Mission, Promise and Law, and policies and goals of Girl Scouts of Western Washington (GSWW) and Girl Scouts of the USA.

**Qualifications:** The ability and willingness to contribute to a supportive service unit environment and conscientious effort toward meeting the responsibilities of the position are required. Experience as a Girl Scout volunteer leader/advisor is preferred. Experience with volunteer management/supervision, delegation and public speaking are a plus.

**Service Commitment:** The Area Manager will appoint the Service Unit Manager for a one year renewable term in which she/he can expect to provide a minimum of 2-3 hours of service weekly, depending on the needs of the service unit. (Some Service Unit Managers may choose to take on additional roles in the SU, which can increase the hours of service.) This is a year-round position.

**Supervision and Support:** The Service Unit Manager is supported by and accountable to the Area Manager and Girl Scouts of Western Washington.

### Duties and Expectations:

- Become/remain a registered GSUSA member.
- Attend Service Unit Manager training/updates and Service Unit Manager Roundtables or Forums.
- Agree to be guided in all actions by the Girl Scout Mission, Promise and Law, and to comply with the policies of GSWW and GSUSA.
- Become/remain familiar with Girl Scout resources, especially those relating to safety, policies and organizational standards.
- Recruit, supervise, support and recognize the Service Unit Team members.
- Oversee the development, implementation and achievement of the Service Unit goals.
- Schedule and facilitate regular Service Unit Team and Volunteer (Leader) Meetings.
- Assure that Service Unit Volunteer Meetings provide up-to-date information as well as networking and training opportunities.
- Listen to volunteers' successes and concerns, and share with Service Unit Team and staff as appropriate.
- Provide conflict management/resolution or refer to staff as appropriate.
- Create a welcoming atmosphere, so that girls and adults from the varied social, cultural, ethnic, and economic backgrounds in the community are represented and have a voice in the Service Unit.
- Maintain GSWW confidentiality standards.

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### The Girl Scout Mission:

Girl Scouting builds girls of Courage, Confidence and Character who make the world a better place.

### The Girl Scout Promise:

On my honor, I will try  
to serve God\* and my country,  
to help people at all times,  
and to live by the Girl Scout Law

\*May be replaced by a word that reflects your personal beliefs

### The Girl Scout Law:

I will do my best to be  
honest and fair,  
friendly and helpful,  
considerate and caring,  
courageous and strong, and  
responsible for what I say and do,  
and to  
respect myself and others,  
respect authority,  
use resources wisely,  
make the world a better place, and  
be a sister to every Girl Scout