

Volunteer Position Description

Service Unit Manager

Position Summary:

The **service unit manager (SUM)** provides leadership and management to an assigned geographic area, ensuring the support of youth and adult membership and delivery of a quality Girl Scout experience.

Responsibilities:

- Attend monthly service unit (SU) roundtables.
- Complete required trainings as assigned and provided by Girl Scouts of Western Washington (GSWW) and Girl Scouts of the USA (GSUSA).
- Become and remain familiar with Girl Scout resources, especially those relating to safety, policies, and organizational standards.
- Assist in recruiting, supervising, and recognizing the SU team members.
- Schedule and facilitate regular SU team and volunteer/leader meetings.
- Assure that service unit volunteer/leader meetings provide up-to-date information as well as networking and learning opportunities.
- Listen to volunteers' success and concerns; share with SU team and staff as necessary.
- Offer conflict management support or refer to GSWW staff as needed.
- Collaborate with SU treasurer on financial reporting and allocation spending.
- Agree to be guided by the Girl Scout Mission, Promise and Law, and the procedures and guidelines of GSWW and GSUSA.
- Create a welcoming atmosphere for youth and adults from all different social, cultural, ethnic, and economic backgrounds.
- Maintain GSWW confidentiality standards.

Qualifications:

- **Required Training:** SUM workshop; ongoing leadership courses as related to the position.
- **Experience:** Girl Scout volunteer leader/advisor is preferred. Volunteer management/supervision, delegation, and public speaking preferred.
- **Leadership Skills:** Demonstrate leadership and decision-making skills, able to supervise youth and work collaboratively with adults. Incorporate effective and fair

conflict resolution skills. Commitment to inclusion regardless of race, ethnicity, physical or mental differences, geographic location, socioeconomic status, educational background or any other difference. Respect diverse viewpoints and willingness to engage in discussion.

- **Computer Skills:** Ability to use email, word processing software, and internet to communicate with SU team members, volunteers, and GSWW staff.
- **Other Requirements:**
 - Must be 21 years of age or older.
 - Become a registered member of Girl Scouts.
 - Complete required volunteer application process by submitting volunteer application, criminal background check, undergoing interviews and evaluations by GSWW staff and council representatives.
 - Ability and willingness to meet the time commitments of planning, paperwork reviews, SU team meetings, monthly roundtable meetings with other SUMs, monthly local volunteer/leader meetings, and leadership coursework.

Time Commitment:

The SUM position is a one-year renewable term appointed by the volunteer support manager (VSM). SUMs should expect to provide a minimum of 2-3 hours of service weekly, depending on the needs of the SU.

Reports To:

- Staff VSM
- Additionally accountable to families, volunteers, and leaders within SU

Marketable Skills:

- Social media, Microsoft Office, Looker database expertise
- Public speaking
- Public relations
- Conflict management
- Communication
- Coaching and mentoring
- Leadership and team building
- Volunteer management