

## **GSSNE Customer Experience Membership Services Specialist – Full Time**

Girl Scouts is the world's preeminent leadership development organization for girls, building girls of courage, confidence, and character, who make the world a better place.

### **Summary:**

The Membership Services Specialist is responsible for successfully culminating recruitment efforts by initiating and pursuing communications strategies and protocols needed to convert prospective members (leads) to registered members. She/he is responsible for securing increased girl and adult volunteer participation and community partnerships in order to implement Girl Scouting.

### **Responsibilities:**

Assists in designing and implementing a comprehensive plan for girl and adult membership growth in targeted areas by researching market data, membership trends, and other pertinent information relevant to designated geographic areas.

- Utilizes Volunteer Systems to support pursuance of leads throughout the recruitment process.
- Supports external recruitment efforts as needed and is able to finalize membership enrollment leads.
- Follows up on new leads and referrals resulting from field activity in a timely fashion.
- Works with cross-functional team to determine or develop innovative techniques to ensure the effective delivery of recruitment strategies.
- Provide input to GSSNE Council planning, reporting and record keeping and support all initiatives relevant to the GSSNE strategic plan.
- Ensures Girl Scouting is open to all girls and adults by delivering the Girl Scout message of pluralism and diversity to prospective members.
- Is accountable for meeting or exceeding an annual membership retention goal for girl and adult members.
- All other duties as assigned.

### **Position Specifications:**

#### **Education:**

- High school diploma required; associate's degree preferred and/or 2 years of relevant experience.
- Bi-Lingual English/Spanish preferred

**Required, Specialized, or Technical Knowledge:**

- One to two years previous related experience.
- Excellent verbal and written communication skills to establish clear expectations in a fast-paced setting.
- Ability to view the council as a whole vs. individualized regions or federations to insure consistent opportunities and messaging.
- Ability to make independent decisions and ability to interact effectively with staff and volunteers at all levels of the organization.
- Ability to employ strict discretion in sensitive situations.
- Comfort with uncertainty and ambiguity while being proactive in anticipating and preempting problems.
- Represent the council as needed to both internal and external audiences.
- Must hold membership in the Girl Scout organization and subscribe to the tenets of the Girl Scout Promise and Law.

**EOE/committed to diversity**

**Must be a citizen, resident and eligible able to work in the US**

If you are interested in this position, please submit a cover letter and resume to [careers@gssne.org](mailto:careers@gssne.org) with "Membership Services Specialist" in the subject line. No phone calls please. **Cover letter required.**