

VACANCY ANNOUNCEMENT

Girl Scouting is the largest organization for girls in the world. Our mission is to build girls of courage, confidence, and character who make the world a better place. Through activities in science and technology, business and economic literacy, and outdoor and environmental awareness, Girl Scouting provides girls with opportunities for fun and friendship while fostering the development of leadership skills and self-esteem.

Girl Scouts of South Carolina – Mountains to Midlands council is the largest organization serving girls in South Carolina. The council has a current membership of 11,800+ girls and 5,000+ volunteers and a staff of 54 (plus an additional 60+ seasonally). With an annual council budget of \$5 million, our service is currently supported through three administrative service centers, five camps, 4 out based offices, and 3 troop program sites.

Manager, Volunteer Experience and e-Learning provides professional management and direction of the adult development and training functions for the Girl Scouts as well as acts as the 'point of entry' and placement manager for the assigned region, Midlands Area, of the council jurisdiction. This position is responsible for all professional leadership and direction of the adult development design, training content, and the outcomes assessment for training services offered to volunteers in the region. Manager, Volunteer Experience works closely with cross-functional teams, volunteer trainers, and direct services staff in the execution of plans that address a volunteer's point of entry, record management, training and curriculum, recognition, and tools, resources, and outcomes that support program retention. The person filling this position will recruit, train, coach, and supervise a corps of volunteer trainers who consistently promote the new Girl Scout Leadership Experience and ensure volunteers provide quality program services and meet the expectations/policies of the organization. The incumbent is also responsible for e-Learning instructional design, and Learning Management System (LMS) development and maintenance, and training of staff on system for the entire council.

ACCOUNTABILITIES

The following are the accountabilities of the Manager of Volunteer Experience and e-Learning:

- Responsible for the implementation of an adult education and training program to support volunteers in their work with girls.
- Ensure strategies are consistent with the philosophy of Girl Scouting as a membership organization, and ensure the integrity of all training and support systems for adult membership recruitment and retention.
- Assist with managing systems for maintaining records of all adult volunteers, such as recruitment materials, 'points of entry', job descriptions, appointment letter, performance reviews, training, and special assignments.
- Ensure sound and comprehensive records management based on the overall council plan.
- Execute a year-round training program in assigned region to meet the needs identified for all adult operational volunteers and assigned policy making volunteers.
- Provide input to operating volunteers, trainers, and employed staff in the development and implementation of an integrated service unit agenda and enrichment program.
- Assist with the revisions and designs for an effective curriculum design, progressive adult training system and efficient delivery system that supports the identified needs of volunteers.
- Recruit, train, and supervise trainers for all skill areas. Arrange for qualified trainers to become GSUSA certified trainers.
- Promote and provide a variety of volunteer training formats and content areas and locations based on the needs, interests, and constraints of our adult volunteers who work with girls in grades K-12, including virtual or e-Learning formats – webinar, and video-led training.
- Responsible for jurisdiction e-Learning analytics, reporting and course evaluations



- Develops, administers and continually enhances e-course content to include delivery of content.
- Works with IT to manage updates/upgrades to LMS technologies and coordinates the release management process with training and user acceptance.
- Provides help and support to additional system administrators and end users.
- Applies Adult Learning Methodologies and applies Instructional Systems Design (ISD) framework principles to all course creation.
- Coordinate the work of the training department with the work of membership, program and other departments.
- Keeps current with educational trends and adheres to GSUSA educational guidelines for training adults; promotes learning opportunities for volunteers beyond the council.
- Subscribes to tenets of the Girl Scout Promise and Law.
- Establish and maintain contacts with community organizations and educational institutions to market Girl Scouting and organize collaborative programs, partnerships, and/or financial contributions.
- Keeps abreast of trends and issues in the community affecting girls, volunteers, and council services; keeps current on GSUSA's policies, priorities, changes, and requirements related to the Girl Scout Leadership Experience and membership philosophy and priorities.
- Assists in the smooth functioning of the council by performing other duties as assigned.

QUALIFICATIONS

Bachelor's degree preferred or equivalent experience. Girl Scout experience strongly desired. Excellent verbal and written communication skills, ability to make independent decisions and ability to interact effectively with staff and volunteers at all levels of the organization. Knowledge and experience in managing volunteers. Demonstrated reasoning and negotiation skills to identify and resolve conflict. Demonstrated ability to handle sensitive information and maintain confidentiality. Ability to work a flexible schedule, including evening and weekends. Ability to travel up to 50% as job requires. Must have personal transportation and ability to drive, possess a valid driver's license, maintain personal auto insurance/meet the council insurance company's requirement for coverage, and submit to drug test and background check.

COMPENSATION/BENEFITS

The council offers a highly competitive compensation plan commensurate with the qualifications and experience of the individual selected. There is a comprehensive benefits package including generous time off, health, dental, life, STD, and LTD insurance options, 401K, Health Savings Account, and other attractive features. Relocation support will be considered.

THE COMMUNITIES AND JURISDICTION SERVED

The Girl Scouts of South Carolina – Mountains to Midlands, Inc. serves 22 counties in the central and western regions of South Carolina. From the Blue Ridge Mountains of the Upstate to the Sandhills of the Midlands, the jurisdiction is well regarded for a low cost of living, a center for automotive and international business, a variety of outdoor activities, and over 30 institutions for higher learning. The jurisdiction is supported by three Service Centers located in Columbia, the state capital, in Spartanburg, and in Greenville, the council's corporate headquarters and home office for this position.

HOW TO APPLY

For consideration, please email your cover letter and resume along with salary history to hadmin@gssc-mm.org.

Visit our website for more details at www.gssc-mm.org. No phone calls please. EOE/VET/ADA.