



## **Girl Scout Council of the Southern Appalachians (GSCSA)**

**Job Title:** Director of Expanded Experiences

**Department:** Membership

**Location:** Knoxville

**FLSA Status:** Exempt

*To apply for position(s), please email resume and cover letter/email to [careers@girlscoutcsa.org](mailto:careers@girlscoutcsa.org). Alternately, a resume and cover letter may also be mailed to Human Resources, Girl Scout Council of the Southern Appalachians, 1567 Downtown West Blvd., Knoxville, TN 37919.*

Here at GSCSA, we each consistently follow the Girl Scout Law and Girl Scout Promise in our daily lives. We thrive in a fast-paced and changing environment.

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### **BASIC JOB FUNCTION**

Under guidance of the Chief Membership Officer, the Director of Expanded Experiences plans and manages successful and engaging Girl Scout experiences for girls who are not in the volunteer-led troop delivery model. This includes Juliettes (individually registered members), site-based programming, and paid starter programs across the council's geography. Supervises part-time staff and volunteers who deliver programming during the school day, in the afternoon/evening, and on the weekends. Serves as liaison to sites with staff and volunteers who are providing Girl Scout experiences. Serves as backup to staff as needed.

### **JOB QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

### **SUGGESTED MINIMUM JOB REQUIREMENTS**

- Bachelor's degree with at least 3 years of related professional experience. (Significant professional experience in program design program management, or volunteer management may substitute for degree.)
- Valid Driver's License; reliable personal transportation to and from program delivery sites.
- Experience with Girl Scout Leadership Experience (GSLE), and/or general youth program management.
- American Red Cross First Aid Certification (obtained within first 6 months of hire).
- Maintenance of organizational membership throughout employment.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of best practices and principles of youth program delivery (or ability to learn quickly upon job entry).
- Knowledge of Girl Scout Leadership Experience and Safety Activity Checkpoints (or ability to learn quickly upon job entry).
- Knowledge of safety and risk management in program delivery (or ability to learn quickly upon job entry).
- Knowledge of effective group behavior management techniques (or ability to learn quickly upon job entry).
- Strong customer service and supervision skills.
- Excellent communication, listening, and presentation skills.
- Demonstrated time management and organizational skills.
- Ability to work with a wide variety of people of all ages.
- Highly motivated self-starter with ability to work autonomously.
- Ability to develop Girl Scout programming for expanded experiences.
- Ability to build and maintain strong partner relationships.
- Ability to make recommendations and decisions regarding site-based programs, Juliettes, and starter programs using independent judgment.
- Ability to role model GSCSA culture and represent Girl Scouting in a professional manner.
- Ability to embrace change and strive for continual professional development.
- Ability to design and implement new processes and procedures and recommend changes when needed for program sustainability and success.
- Ability to use Microsoft Office and customer relationship management (CRM) software effectively.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sufficient eye-to-hand coordination to successfully operate a computer keyboard.
- Ability to communicate orally and in writing.

- Sufficient visual acuity to make appropriate judgments with regard to written materials.
- Ability to sit upright or stand for extended periods of time.
- Ability to exert up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Ability to work assigned schedule (including evenings and weekends) as necessary to support events/programs.
- Ability to travel to and between work sites.
- Other demands, as determined by the Council.

### **KEY RESPONSIBILITIES**

- Develops, implements, and supervises GSCSA's expanded experiences programs including (1) Juliettes program, (2) site-based program delivery at schools, places of faith, afterschool sites, community centers, and services centers, and (3) programming that introduces families to Girl Scouting.
- Develops, implements, and reviews standard operating procedures for expanded experiences program delivery including, but not limited to, site registration, attendance, record keeping, program plans, materials acquisition, and program evaluation.
- Develops yearly plan programs template for families of Juliettes with monthly check-ins.
- Develops, implements, and reviews a family engagement plan for all non-troop program delivery including, but not limited to, parent support, newsletters, collaboration with GSCSA and partner site staff.
- Builds and maintains ongoing relationships with schools and other sites.
- Coordinates with Product team to include and fully support girls in expanded experiences program delivery in their participation in GSCSA product programs.
- Coordinates with Finance to oversee and manage financial records, incomes, and expenditures from site-based bank accounts and individually registered member bank accounts.
- Assists Program staff with program delivery for expanded experiences girls pursuing high awards including, but not limited to, girl and parent support, training, record keeping, recognitions, volunteer support to Gold Award committees, and program evaluation.
- Coordinates with other Council staff on development of programs for starter Girl Scout experiences.

- Ensures prepared programs provide exciting and challenging means for girls to grow and test their abilities in the content areas of STEM, outdoors, entrepreneurship, and life skills.
- Coordinates with Development on grants and other revenue opportunities for site-based programming.
- Coordinates with Chief Membership Officer and Chief Administrative Officer on development of site-based programs and partnerships (e.g., schools, churches) using a variety of paid and unpaid staffing models.
- Ensures a high level of safety and health standards at sites, following established Safety Activity Checkpoints, emergency procedures, and crisis communication plans.
- Collaborates with Human Resources to ensure any part-time staff are trained in standard operating procedures, risk management, effective program site service delivery, and effective girl program delivery.
- Assists with individual site or overall program assessment as needed.
- Participates fully in cross-functional assignments for the Council's key performance indicators (including, but not limited to, recruitment, retention, development, and product).
- Follows established procedures that support both team and cross functional goals.
- Provides an exceptional customer service experience to both internal and external customers through timely communication, follow-up and problem-solving.
- Other duties as assigned.

<p>The Girl Scout Council of the Southern Appalachians (GSCSA) is headquartered in Knoxville, Tennessee, and has offices in Chattanooga and Johnson City, Tennessee. The Council serves 46 counties in East Tennessee, Northwest Georgia, and Southwest Virginia.</p>
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