



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

Job Title: **Mission Delivery Administrator**  
Department: **Mission Delivery**  
Location: **Knoxville**  
FLSA Status: **Exempt**

**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.**

*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.*

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**Under the guidance of the Chief Operating Officer, the Mission Delivery Administrator serves as the primary point of contact for and provides ongoing training, support, consulting, and mentoring to caregivers of Juliette (individually registered) girls. The Mission Delivery Administrator manages product programs for Juliette girls and provides other product program council support during Fall Product and Cookie seasons. Participates in recruitment activities, including doing recruitment presentations and school talks, as needed. Provides back-up support to retail and pop-up shops 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 1 year of related experience. (Related experience in sales or customer service may substitute for degree.)**
- **Valid Driver's License with personal transportation.**
- **Experience with Girl Scout Leadership Experience (GSLE), and/or experience with volunteers preferred but not required at entry**
- **Maintenance of organizational membership throughout employment.**

### KNOWLEDGE, SKILLS AND ABILITIES

- **Knowledge of Girl Scout Leadership Experience and Safety Activity Checkpoints (or ability to learn quickly upon job entry).**

- Excellent telephone and interpersonal skills, including cold calls.
- Strong customer service, presentation, and teamwork skills.
- Strong organizational skills.
- Ability to maintain confidentiality of highly sensitive information.
- Ability to prioritize workflow and meet deadlines.
- Ability to write and proof correspondence and meeting minutes.
- Ability to multi-task and manage multiple projects without direct supervision.
- Ability to use independent judgment to make good decisions for the benefit of customers and GSCSA.
- Self-motivated/self-starter.
- Professional demeanor and appearance.
- Strong attention to detail and process with excellent problem solving skills and commitment to quality work.
- Dependable, honest and receptive to change in the workplace.
- Ability to work with a wide variety of people of all ages.
- 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 be trustworthy with cash and credit card information.
- Ability to design and implement new processes and procedures and recommend changes when needed for Mission Delivery 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.

- Sufficient visual acuity to make appropriate judgments with regard to written materials.
- Ability to communicate orally and in writing.
- Ability to exert up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Ability to work extended hours, nights, and weekends as necessary. .
- Ability to travel within Council service area as needed.
- Other demands, as determined by the Council.

#### KEY RESPONSIBILITIES

- Serves as a Relationship Manager for all council Juliette (individually registered) girls through recruitment and retention assignments.
- Collaborates with the other Mission Delivery staff in the development and implementation of results-driven membership conversion strategies utilizing CRM.
- Ensures troops and service units welcome new members (including Juliette girls who wish to be placed in a troop) and provide appropriate, timely communication to all assigned members and families for ongoing retention.
- Follows standard operating procedures for sales staff as defined by Girl Scouts of the USA and/or assigned by council Regional Director with the independent judgment to make decisions in the best interests of GSCSA.
- Has a bi-monthly email, phone call, or in-person interaction with every Juliette family.
- Encourages Juliette caregivers/volunteers to use the volunteer toolkit to provide an excellence girl experience.
- Encourages Juliette product sales participation, High Awards achievement, outdoor experiences, and STEM programming through consultation with the parents and/or service units.
- Responds promptly to calls & cases in the Customer Relationship Management Database relating to Juliette girls.
- Serves as primary volunteer and caregiver contact to Juliette families during the fall product and cookie programs, maintaining strong cross-functional relationships with Product Programs.
- Assists Product Team with fall product and cookie programs, including preparation of materials, cookie booths, cookie distribution, Knoxville cookie cupboard, and reward distribution.

- Manages tasks and special projects for the Chief Operating Officer and the Program, Product, and Membership teams as assigned.
- Assists with Mission Delivery events, special events, Council activities, recruitment (including school talks and parent nights), weekend and evening programs, and outreach activities, as assigned as Chief Operating Officer.
- Serves as backup to recruitment staff (assisting with outbound phone calls, contact with leads, data entry, packet preparation) as needed.
- Serves as backup to retail in Knoxville shop and assists with off-site pop-up shops as needed.
- Participates fully in cross-functional assignments for the Council's key performance indicators (including, but not limited to, recruitment, retention, philanthropy, and product).
- Provides an exceptional customer service experience to both internal and external customers through timely communication, follow-up and problem-solving.
- Follows established procedures that support both team and cross functional goals.
- Other duties as assigned.

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.