



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

**Job Title:** Program Facilitator (\$16 an hour)

**Department:** Mission Delivery

**Location:** 2 positions—one in Hamilton County (10-15 hours a week) and one in Knox County (10-20 hours a week)

**FLSA Status:** Non-Exempt Part-Time

*To apply for position, please email resumé and cover letter/email to [careers@girlscoutcsa.org](mailto:careers@girlscoutcsa.org). Alternately, a resumé and cover letter may also be mailed to Human Resources, Girl Scout Council of the Southern Appalachians, 1567 Downtown West, Knoxville, TN 37919. Please note job title/location in your email subject line or in your cover letter.*

***Background check and drug test required.***

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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 Programs Manager, the Program Facilitator delivers Girl Scout Leadership Experience (GSLE) programming in keeping with GSCSA's mission, vision, culture, and strategy at one or more alternative delivery sites. Note: These are assignments that may have a known ending date or be dependent on ongoing funding from internal or external sources.

### **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.

#### **MINIMUM JOB REQUIREMENTS**

- High school diploma or GED.
- At least 1 year of experience working with children at a school, camp, daycare, church, or other informal education setting.
- Maintenance of Girl Scout membership throughout employment. Adult Girl Scout members may be female or male.
- Must be at least 18 years of age.
- Valid Driver's License; reliable personal transportation to and from program delivery sites.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of best practices and principles of 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 skills.
- Excellent communication, listening, and presentation skills.
- Ability to work with a wide variety of people of all ages.
- Highly motivated self-starter with ability to work autonomously.
- Demonstrated time management and organization skills.
- 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 implement new processes and procedures.
- 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 as necessary to support events/programs.
- Other demands, as determined by the Council.

### **KEY RESPONSIBILITIES**

- Delivers prepared programs that meet (1) grant criteria and (2) provide exciting and challenging means for girls to grow and test their abilities in the content areas of STEM, outdoors, entrepreneurship and life skills.
- Ensures a high level of safety and health standards at site, following established emergency procedures and crisis communication plans.
- Collaborates with staff to evaluate the effectiveness of the program by obtaining girl input, i.e., using surveys/questionnaires, tracking attendance, etc.
- Contributes to the pluralistic goals of the council, by working with volunteers and site directors, to reflect the interest and needs of persons of different races, cultures, and religions.
- Develops effective community relationships (parents, teachers, site staff, community members, etc.) to assure continuity of Girl Scout program at assigned sites.
- Effectively engages community volunteers to assist in program delivery, when available.
- Maintains site registration, attendance, recordkeeping and program evaluations; and communicate with site coordinators any schedule or program changes.
- Advises Programs Manager of site development and stability.
- Participates as needed in cross-functional assignments for the Council's key performance indicators (including, but not limited to, recruitment, retention, philanthropy, and product).
- Follows established procedures pertaining to Customer Engagement Initiative 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.

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..