



Girl Scout Council of the Southern Appalachians (GSCSA)

Job Title: Programs and Outdoor Manager

Department: Girl Programs

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.

BASIC JOB FUNCTION

Under guidance of the Director of Girl Programs, the Programs and Outdoor Manager is responsible for membership growth and retention through quality program delivery, including badge programs, outdoor programming, program education, and day camps. Plans, coordinates and/or delivers Girl Scout virtual and in-person programming.

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 2 years of related experience, including experience working with children. (Significant professional experience in program design/delivery or work with outdoors programming may substitute for degree.)
- Valid Driver's License.
- Experience with Girl Scout Leadership Experience (GSLE) preferred but not required at entry
- Maintenance of organizational membership throughout employment.
- First Aid/CPR/AED certification (within the first 6 months of hire).
- Reliable personal transportation to and from program delivery sites.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of best practices and principles of program training and 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 outdoor basics (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, mentoring, and presentation skills.
- Demonstrated time management and organizational skills.
- Ability to work with and train a wide variety of people of all ages.
- Highly motivated self-starter with ability to work autonomously.
- Ability to develop Girl Scout programming, including outdoors programming.
- Ability to make recommendations and decisions regarding programs.
- 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 regarding 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 climb, balance, kneel, stoop, crawl, walk, stand, etc. in accordance with camp and outdoor responsibilities.

- Ability to travel within and outside of Council service area and work in a mobile environment as needed.
- Ability to work in extreme temperatures (including wet and/or humid conditions) on some occasions.
- Ability to work extended hours, nights, and weekends as necessary to support events and programs.
- Ability to work assigned schedule (including evenings and weekends) as necessary to support and delivery events/programs. Schedule will often include Saturdays.
- Ability to travel to and between work sites.
- Other demands, as determined by the Council.

KEY RESPONSIBILITIES

- Ensures program plans are developed in partnership with Director of Girl Programs to meet outdoor and badge program needs. Ensures program plans include aspects that will increase retention of existing members and that will attract potential members.
- Develops and implements Girl Scout programming for day camps in Chattanooga and Johnson City that will attract enrollment and provide safe and fun experiences. Manages seasonal staff and volunteers as needed.
- In collaboration with Director of Girl Programs, updates and implements standard operating procedures for all assigned program training and delivery including, but not limited to, site registration, attendance, lead management, record keeping, program plans, materials acquisition, and program evaluation.
- In partnership with Communications, ensures marketing plans and strategies are implemented to increase participation in outdoor program activities and to increase property usage.
- Collaborates with other Council staff to maintain smooth processes and procedures for day camp reservations/event registrations, and to ensure timely confirmation and follow-up with participants.
- Coordinates with Membership staff on volunteer “train the trainer” education for working with badges and related programming.
- Creates and manages multiple outdoor events, including annual raft race, camporees, and outdoor education.
- Assists with ongoing accreditation of GSCSA camps.
- Participates as needed in cross-functional assignments for the Council’s key performance indicators (including, but not limited to, recruitment, retention, development, 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.