



Girl Scout Council of the Southern Appalachians (GSCSA)

Job Title: Recruiter

Department: Relationship Management

Location: Based around Knoxville, Tennessee

FLSA Status: Temporary Hourly Part-Time

To apply for position, please email resumé and cover letter/email to 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 Blvd., Knoxville, TN 37919. Please note the job title in your email subject line or in your cover letter. Background check and drug test required.

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 Regional Director, the Recruiter is a seasonal part-time position responsible for executing effective membership recruiting strategies via in-person presentations and phone calls to increase girl and adult lead generation in assigned, established geographic areas. This may include recruiting girls to participate in the Girl Scout Leadership Experience, recruiting adult volunteers to deliver and support programming, scheduling date and times for school presentations, and assisting with administrative office work. Hours are approximately 12-20 hours weekly, depending on season of the year.

IMPORTANT INFORMATION: Paid time is for Council-assigned recruitments. Any recruitments the person chooses to do at their discretion is volunteer time, and as such, the person is considered to be donating their services, for public service, religious or humanitarian objectives, not as an employee and without contemplation of pay.

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/GED equivalent.
- At least 18 years of age.
- Some related recruitment or direct sales experience preferred.
- Valid Driver's License with personal transportation.

- Must complete paid training provided by GSCSA.
- Some proficiency in Spanish a plus but not required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the best principles and practices of sales (including lead generation and conversion).
- Knowledge of Girl Scout Leadership Experience, program components and outcomes (or ability to learn quickly upon job entry).
- Excellent self management skills.
- Strong organizational skills.
- Strong customer service skills.
- Strong written and oral communication skills.
- Ability to role model GSCSA culture and represent Girl Scouting in a professional manner.
- Ability to embrace change, adapt, show initiative, and strive for continual professional development.
- Strong sales ability including the ability to qualify and close sales.
- Ability to be trustworthy with cash and credit card information.
- Ability to demonstrate leadership and mutual accountability.
- Ability to prioritize and meet deadlines successfully.
- Ability to speak in public with confidence and professionalism.
- Ability to be an effective team player.
- Ability to close sales with a wide variety of individuals and community and corporate partners.
- Ability to interact professionally with a wide variety of people.
- Ability to use Microsoft Office (including Excel) 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 early mornings, evenings, and weekends as necessary to support recruitment events.
- Ability to travel within Council service area and work in a mobile environment on a daily basis. This may include traveling outside of one's assigned territory, but does not include overnight travel.
- Other demands, as determined by the Council.

KEY RESPONSIBILITIES

- Assists in achieving individual goals and the Council's corporate goals for girl and adult membership leads through implementing lead generation strategies via in-person presentations in designated geographic areas.
- Presents the benefits of Girl Scouting to potential girl members and adult volunteers at schools, places of faith, community centers, afterschool programs, etc. by using established scripts as base presentation.
- Registers girl members and adult volunteers as new Girl Scout members, including assisting new members through registration process on-site and processing memberships via cash, check, or credit card.
- Assists with service center administrative work as needed.
- Ensures Girl Scouting is available to a diverse population of girls and adults by delivering a message of pluralism and diversity during presentations.
- Clearly understands, communicates, and emphasizes Girl Scout product features and benefits to potential members through primarily in-person communications.
- Understands and communicates the impact of Girl Scouts and its relevance to girls, adults, and local and national communities.
- Collaborates cross-functionally to ensure Council membership goals are met and to determine or develop innovative techniques to ensure the effective delivery of recruitment strategies.
- Provides back-up support to other staff as needed.

- Works a variable schedule that may include weekdays 6-10 am, 1-5 pm, and/or 4-8 pm and/or weekend events, fairs, etc. as assigned.
- 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.

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.