



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

**Job Title:** Program Manager  
**Department:** Mission Delivery  
**Location:** Chattanooga, TN  
**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.*

*Deadline to be considered for vacancies is noon on Friday, May 27, 2022.*

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### **BASIC JOB FUNCTION**

Under guidance of the Director of Programming Strategy and Development, the Programs Manager is responsible for membership growth through quality program delivery, including prospective member engagement, existing member support, alternative program delivery, program partners, camp programs, and implementation of national programs. Plans, coordinates and/or delivers Girl Scout virtual and in-person programming from Council staff and program partners. May supervise part-time staff who deliver indoors and outdoors programming during the school day, in the evening, and on the weekends. Regularly serves as backup to these staff.

### **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 professional experience. (Significant professional experience in program design/delivery or volunteer management may substitute for degree.)
- Valid Driver's License.
- Experience with Girl Scout Leadership Experience (GSLE), and/or experience with volunteers preferred but not required at entry
- Maintenance of Girl Scout membership throughout employment.
- 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 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 outreach programs.
- 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 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 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**

### **Membership Growth**

- Ensures program plan is developed in partnership with Programming, Relationship Management, and volunteers such as Service Unit Managers to meet the needs of the assigned counties, with emphasis on programs in counties designated as “metro”.
- Ensures program plan includes aspects that will increase retention of existing members and that will attract of potential members.
- In collaboration with Director of Programming Strategy and Development, updates and implements standard operating procedures for all assigned program delivery including, but not limited to, site registration, attendance, lead management, record keeping, program plans, materials acquisition, and program evaluation.
- Develops, implements, and reviews a family engagement plan for all program delivery including, but not limited to, parent support, newsletters, collaboration with GSCSA and partner site staff.
- 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.
- Effectively recruits, prepares, and assigns community volunteers and staff to assist in program delivery. Provides programming in person as needed on nights and weekends to assist with program delivery.

## **High Awards**

- Develops, implements, reviews, and supervises regional program delivery for Girl Scouts 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 CEO's Office to support event planning and support of annual celebrations of high award recipients.

## **Alternative Program Delivery**

- Develops, implements, reviews, supervises, and delivers programming delivery at schools, churches, community centers, and services centers, as well as in virtual settings, to meet the needs of girls participating through outreach or individual participation.
- Coordinates with Director of Product Programs to include and fully support girls in regional outreach and individually registered girls to participate in GSCSA product programs.
- Coordinates with Finance to oversee and manage financial records, incomes, and expenditures from regional outreach bank and individually registered member bank accounts.
- Ensures prepared programs provide exciting and challenging means for outreach and individually registered girls to grow and test their abilities in the content areas of STEM, outdoors, entrepreneurship, and life skills.
- Coordinates with Philanthropy on alternative delivery and virtual programming grants and other revenue opportunities.

## **Program Partners**

- Determines the selection, prioritization, balancing, and termination of program partners in assigned territory, ensuring alignment with strategic goals and organizational priorities, and market opportunities and threats.
- Builds and maintains strong, sustainable program partner relationships for the benefit of Girl Scouts members. Routes program partners through required processes including completing applications, vetting, contract execution, invoicing, etc.
- Collects, compiles, and processes partner activities for print and online publication.
- Creates and maintains an active inventory in Customer Relationship Management (CRM) database of all program partners, including status of the partnership, necessary improvements, and other required information as requested by leadership.
- Negotiates program delivery agreements with potential partners that ensure revenue generation and cost minimization while delivering a quality product and/or benefit to Girl Scouts members. Ensures achievement of expense and revenue targets related to partner programs.
- Coordinates and supervises (as needed) program partner workshops and events.

## **Outdoor Programs**

- In partnership with Communications, ensures marketing plans and strategies are implemented to increase participation in outdoor program activities and increase property usage.
- Collaborates with other Council staff to maintain smooth processes and procedures for camp reservations/event registrations, and to ensure timely confirmation and follow-up with participants.
- Maintains customer-friendly policies and processes to support successful troop and service unit camping.
- Recruits, trains, and evaluates to retain volunteers to assist with troop camping experiences on camp properties and other outdoor activities
- Supports troop and service unit day camp opportunities by approving day camp applications, inspecting sites, and ensuring training and safety guidelines are met.
- Ensures staff certifications are up to date for First Aid/CPR/AED, and site-specific certifications which may include USA Archery Level I, Lifeguarding, ACCT Certification, Small Craft Safety, and/or AHA Certification depending on assigned camp.
- Assumes assigned role in planning, managing, and delivering summer camp programs.

## **Supervision**

- Ensures a high level of safety and health standards at sites, following established Safety Activity Checkpoints, emergency procedures, and crisis communication plans.
- Collaborates with Director of Programming Strategy and Development and Human Resources to ensure part-time staff are trained in standard operating procedures, risk management, effective program site service delivery, and effective girl program delivery.

## **Other**

- 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. At GSCSA, we believe that every girl has unique value and potential in the world. The Girl Scout environment

must be an emotionally safe, learning community that fosters fun, cooperative play, and collaborative learning.