



**Volunteer Position Description:** Service Unit Manager

**Purpose of this Position:** To lead, engage, and support volunteers within an assigned Service Unit and support the attainment of Service Unit goals.

**Term of Appointment:** Appointed for one year. Eligible for reappointment annually.

**Supervised By:** Service Unit Support Specialist

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## **Specific Responsibilities**

### **Mentor**

- Maintain a close relationship with volunteers and staff within the assigned area.
- Welcome all new Troop Leaders to the Service Unit within 2 weeks of joining.
- Conduct regular outreach to Troop Leaders in the Service Unit via email, phone, and text.
- Connect volunteers to resources such as Rallyhood and gsLearn that enhance their knowledge of their role.
- Address Troop Leader inquiries via phone, email, and social media.
- Support leaders' use of virtual tools to host online activities when girls are unable to meet in person.

### **Facilitate**

- Schedule and facilitate regular in-person and/or virtual Service Unit meetings that are fun, interactive, and leader-led.
- Facilitate delegate elections in the assigned area every fall.
- Regularly monitor and contribute to Service Unit communications on Rallyhood.
- Promote renewal campaigns and assist the GSSEM Member Support team with lapsed members as needed.

### **Lead**

- Build and oversee a Service Unit team to encourage volunteer engagement and to support service unit goals, including:
  - A Welcome Champion to welcome and support new volunteers.
  - A Resource to support Rallyhood and gsLearn adoption and use.
  - A Communications Liaison to oversee Service Unit communications on Rallyhood.
- Participate in and promote adult learning opportunities to build and update skills and knowledge.
- Encourage participation in council Product Programs, fundraising campaigns, events, camps, and surveys conducted by council.
- Work with the Service Unit and Community teams to create a year-long plan to engage girls and volunteers and to support Service Unit goals.

## **Requirements:**

- Be a registered adult member of GSUSA and support the Girl Scout Mission, Promise, and Law.
- Have a council-approved background check on file.
- Complete training specific to the Service Unit Manager position.

- Have no debt owed to GSSEM or its troops/groups.
- Energetic and enthusiastic about empowering adults to support and promote the Girl Scout Leadership Experience.
- Recognize the value of diversity and encourage mutual respect and understanding among all people.
- Adhere to GSUSA and GSSEM policies, guidelines, standards, and procedures.
- Support and promote the Girl Scout Leadership Experience.
- Serve as a positive example for girls by modeling behaviors such as reliability, respect for others, inclusiveness, and a positive attitude.

**Agreement**

I understand that this position is voluntary and that no payment is provided for this service. I also understand that, by not fulfilling the responsibilities or meeting the requirements of this position, I may be released from this volunteer role.