

## Volunteer Position Description: Service Unit Director

**Summary:** In partnership with Girl Scouts of North East Ohio (GSNEO) support staff, the Service Unit Director (SUD) develops the Service Unit (SU) Work Plan to help accomplish goals, create a positive attitude towards Girl Scouting in the community, and provide stellar service to the families and amazing volunteers who step up to make a difference in the lives of Girl Scouts in their community.

**Position Supported By:** Community Membership Executive (CME) and the Volunteer Support & Services Department. Additional support provided by a combination of staff and volunteers including the service unit team members, as well as GSNEO staff from Customer Care, Membership Recruitment, Girl Experience, and the Product Program teams.

### Responsibilities:

- Create a welcoming and inclusive atmosphere within the SU.
- Identify, recruit, support, lead, and inspire SU team members to help carry out plans and activities from the SU Work Plan.
- Assist in recruiting new volunteers and Girl Scouts each membership year; Champion council-wide strategies and goals.
- Engage and retain existing girl and adult members through local SU events and opportunities.
- Ensure timely communication between council, the service team, troops, volunteers, families, and girls.
- Openly communicate with GSNEO staff about challenges, trends, successes, and progress toward SU Work Plan and goals.
- Utilize SU meetings to plan and discuss activities, distribute information, provide training, clarify policies, procedures, or guidelines of Girl Scouts of the USA (GSUSA) and GSNEO.
- Ensure that the service unit is represented at council-sponsored meetings such as Kick-Off, Mid-Year, Town Halls, monthly SU Team Webinars, Annual Meetings, etc.
- Help support other volunteers to carry out mission-critical responsibilities of SU team positions that are not currently filled.
- Oversee the SU bank account/funds in partnership with the SU Treasurer; Ensure submission of annual finance report.
- Promote Girl Scouts while developing partnerships with community organizations and leaders who promote the empowerment of girls.

### Marketable Skills and Abilities:

- Motivating Groups
- Supervising Volunteers
- Public Relations & Social Media
- Training & Development
- Team Building
- Conflict Resolution
- Public Speaking
- Facilitating Effective Meetings
- Developing Meeting Agendas

### Position Commitments:

- Membership & Administration
  - Maintain a current GSUSA membership and complete the volunteer screening process to help ensure the safety of the girls and volunteers served through Girl Scouts. This is an administrative role and must be approved to handle funds.
  - Agree to opt-in to receive emails and text messages from GSNEO and GSUSA.
  - Comply with GSUSA Policies, Standards and Guidelines, Volunteer Essentials, Safety Activity Checkpoints, GSNEO Bylaws, and GSNEO Volunteer Policies.
- **Tenure/Time:** 12 months, option to renew upon mutual agreement with council staff (3-year commitment preferred). This role has a high time commitment (10-15 hours a month) throughout the entire membership year.
- **Required Training:** SUD Orientation and Service Team Learning Paths in gsLearn, GSUSA's online learning platform.
- **Highly Recommended:** GSNEO leadership development courses (in-person and online).
- By accepting this volunteer position with Girl Scouts of North East Ohio I agree to abide by the Girl Scout Promise and Law. I will respect and maintain the confidentiality of all privileged information related to Girl Scouts, its girl and adult members, volunteers, and staff to which I am exposed while serving as a volunteer.

**The Girl Scout Mission, Promise and Law are shared by every member of Girl Scouting and define the way Girl Scouts agree to act every day toward one another, other people, and the world.**

**Girl Scout Mission:** Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

### Girl Scout Promise:

On my honor, I will try, to serve God\* and my country, to help people at all times, and to live by the Girl Scout Law.

\*Members may substitute for the word God in accordance with their own spiritual beliefs.

### Girl Scout Law:

I will do my best to be:  
honest and fair, friendly and helpful,  
considerate and caring, courageous and strong,  
responsible for what I say and do,  
and to respect myself and others,  
respect authority, use resources wisely,  
make the world a better place,  
and be a sister to every Girl Scout.