



Position Description

Position Title: Program Delivery Specialist

Department: Girl Experience

Reports to: Director, Girl Experience

GIRL SCOUT MISSION:

To build girls of courage, confidence, and character, who make the world a better place.

POSITION SUMMARY:

The Program Delivery Specialist position at Girl Scouts of the Green and White Mountains (GSGWM) is responsible for successfully implementing the Girl Scout Leadership Experience through program delivery, staff and volunteer trainings, and increasing awareness of the Girl Scout program for our membership and future members. They are responsible for building stronger girl and adult volunteer participation and retention through exceptional program facilitation. They are expected to lead by example and be a role model for girls, peers and other council staff. They will be responsible for seeking out and cultivating new relationships with individuals and organizations in order to better serve our membership. They are a member of the Girl Experience (program) team and will collaborate to develop and deliver council wide programs and support GSGWM program facilities as needed.

MAJOR ACCOUNTABILITIES:

1. Assists in achieving the goals of Girl Scout of the Green and White Mountain (GSGWM) for girl and adult retention through virtual and in-person program implementation. Will be responsible for managing data to achieve goals including participation percentages, retention and other data sets as established by council strategy goals.
2. Supports the implementation of strategies outlined in the council's strategic plan, annual business plan, and/or other council goals. Including maintaining fiscal responsibilities and appropriate budget management.
3. Works with the Girl Experience, Community Engagement, and Facilities teams to determine, develop and implement innovative techniques to ensure the effective delivery of programs, engagement and retention strategies, long range property planning, as well as the use and care of properties and program equipment.
4. Ensures well rounded and progressive program opportunities and skills trainings are offered within their assigned geographic area as well as the greater council, which

include programming for all age levels, all program pillars and meets the needs of local communities and members.

5. Provides staff run programs, collaborates with partners for vendor/community partner run programs and supports volunteers in facilitating programs.
6. Promotes and assists with council-wide events, programs, activities, public relations, fund development endeavors, and partnership building.
7. Responsible for managing programs from conception to evaluation including program design, budget management and financial tracking, implementation, evaluation and collecting participant feedback for all assigned programs and events.
8. Responsible for promoting, facilitating, and increasing participation in GSGWM programs as assigned, including but not limited to: Higher Awards, Program Aides/Leadership progression, Individually Registered Girls experience, special Girl Scout interest groups, community service programs and awards, GSUSA badges and curriculum, summer camp programs, property rentals, and other programs.
9. Responsible for assisting in recruitment, training, scheduling, and retaining registered Girl Scout volunteers and seasonal staff to deliver programs.
10. Supervises and supports programs and summer camp operations as assigned (this may include staff led overnight camps, days camps, or volunteer led camps) to ensure safe and high-quality experience for campers. Follows all GSGWM, Girl Scout, local, state, and federal guidelines for staffing, program delivery, and operations.
11. Ensures programs take place in each geographic district assigned to this position so that girl members have opportunities to participate in at least 3 programs outside of troop meetings.
12. Other duties as assigned.

Day Camp Management and Supervision additionally includes:

1. Responsible for supporting volunteer camp staff and/or managing camp staff including interviewing, onboarding, training, supporting, supervising, and evaluating seasonal summer staff.
2. Manage and/or support summer day camp operations including but not limited to food services, health services, aquatics and land programming, on-site and off-site programming, family and council communications, and risk management. This may include filling the role of on-site day camp director.
3. Collaborate with other Program Delivery Specialists supervising camp operations to provide consistent programming, progression, processes, and oversight, incorporating family interest and camper choice.

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

- Bachelor's degree or equivalent experience in related field.
- Proven customer service experience with customers and volunteers.
- Two years program facilitation experience of both youth and adults.
- Two years outdoor program facilitation experience of both youth and adults, Girl Scout experience preferred.
- One year program and outdoor program development experience strongly preferred.
- Two years supervisory experience of summer camp programs or youth programs strongly preferred.
- Valid driver's license and vehicle necessary to carry out assignments.
- Certification in First Aid/CPR or willingness to obtain.
- Certifications in a variety of specialized activity areas and skills or willingness to obtain. Including some of the following: Lifeguarding, Small Craft, Archery, Climbing, Wilderness First Aid/Wilderness First Responder.
- Belief and support of the mission of the Girl Scouts; membership in Girl Scouts strongly preferred.

LANGUAGE SKILLS:

- Excellent, effective English language abilities, both oral and written.
- Fluency or conversational expertise in additional languages a plus

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of or willingness to learn Girl Scout program, policies, standards, procedures, and ways of work.
- Strong team orientation and commitment to transparency when completing work.
- Combined superior communication, interpersonal, time management and persuasive skills.
- Ability to project a high level of professionalism and customer service while networking to the public.
- Ability to speak passionately and with conviction about the organizational mission and importance to the public.
- Ability to stay calm and direct others in emergency situations.
- Demonstrated reasoning and negotiation skills to identify and resolve conflict.
- Demonstrated ability to handle sensitive information and maintain confidentiality.
- Experience with online platforms such as Excel, Word, PowerPoint, Microsoft 365 and general office equipment.
- Ability to work in a multi-location office environment

WORK SCHEDULE/CONDITIONS:

This position is a full time exempt position based upon the independent decision making and employee supervision necessary for its success. Basic hours may consist of office

hours, remote work at home, and 1-3 nights per week and every other weekend throughout the year with the possibility of 3-4 weekends in peak Spring and Fall programming months. Will require flexible scheduling of work and travel time to accommodate council-wide program needs.

Position is geographically based. Work locations may include offices or GSGWM properties in Bedford, NH; Portsmouth, NH; Thetford, VT, Richmond, VT, and others, as well as seasonal or one-time locations to deliver program or participate in team work days.

- Ability to work in a variety of inside and outside locations including all seasons and weather conditions throughout the day and night.
- Able to sit upright and view computer screen for several hours at a time
- Ability to lift 35lbs and walk 2 miles on uneven outdoor terrain.
- Regular travel within two-state jurisdiction (New Hampshire and Vermont)
- Evening and weekend work commitments
- Travel for professional development training
- Independent work and goals as part of the Girl Experience team and cross-functional work with other departments.

EQUIPMENT/SOFTWARE USED:

- General office equipment
- Microsoft Office Suite
- Salesforce Customer Relationship Management System
- Online platforms: Zoom, Webinar, Teams

SUPERVISORY RESPONSIBILITIES:

of Direct Reports: 0-6 (dependent on day camps and the part-time program staff assisting within the region)

of Indirect Reports: 0-25 (dependent on day camps within the region)

This job description describes the general nature of the position without listing every detail and is not to be considered a contract for employment, either expressed or implied, between Girl Scouts of the Green and White Mountains. Job descriptions are not all-inclusive and are not intended to be an exhaustive list of all job responsibilities. Job descriptions are subject to change at the discretion of the Council.

I have read and understand the Job Description listed above.

Employee Name: (printed) _____

Employee Signature

Date Signed

Manager/Director Name: (printed) _____

Manager/Director Signature

Date Signed