

Job Title: Membership Recruiter**Organization:** Girl Scouts of the Desert Southwest**Location:** Midland, TX**Closing Date:** 12/01/2020

Job Description: The Membership Recruiter is responsible for cultivating and generating leads in order to increase girl and adult membership in assigned geographic areas. Recruit, train, and provide on-going administrative support to volunteers to enable them to extend Girl Scouting in a given geographic area. The Membership Recruiter develops and implements plans for membership extension through the work of administrative volunteers and represents and extends Girl Scouting in the community through presentations, collaborative efforts and networking.

Essential Duties and Responsibilities:

- Guide and support customers through the membership process.
- Travel to meet with members and collaborate with diverse community groups; and represent the council in the community.
- Utilize GSDSW strategies to convert qualified leads to Troop Leaders or other volunteer roles.
- Support customers through criminal background screening processing.
- Work collaboratively to promote membership and facilitate troop placement.
- Work with cross-functional team to develop innovative strategies to increase membership.
- Optimize use of technology to support customer service for girls and volunteers.
- Primarily interface with members, parents and potential adult volunteers on the phone, online or in person to sell the benefits of joining Girl Scouts.
- Ensure Girl Scouting is open to all girls and adults by delivering the Girl Scout message of pluralism and diversity to members of the council.
- Promote Girl Scouting opportunities year-round including troop, program, camp, activities and trainings.
- Regularly review status reports with Director of Membership Recruitment on progress.
- Document all member contacts in the Salesforce database.
- Assist volunteers and customers by answering calls and emails and tracking all interactions in Salesforce.
- Develop and update opportunity catalogue (troops with openings) in Salesforce to streamline girl and adult placement within the organization's member structure.
- Maintain confidentiality on behalf of the Girl Scout organization.
- Ability to work a flexible schedule, including evenings and/or weekends, and a willingness to travel
- Perform other duties as required or assigned.

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.

A. Education and/or Experience

- Bachelor's degree or equivalent of two (2) years' experience in sales, recruitment, marketing or non-profit organization.
- High proficiency in the use of Microsoft Windows and Office Software; experience using Salesforce a plus.
- Strong phone-based communication skills and ability to develop relationships with customers.
- Excellent communication and interpersonal skills – oral and written.
- Ability to adapt well to changing circumstances, direction, and strategy.
- Demonstrate a commitment and ability to interact with diverse populations.
- Demonstrate ability to handle sensitive information; ability to manage conflict resolution

B. Certificates, Licenses, Registrations

- Valid Driver's License and Girl Scouts Membership Required

C. Language Skills

- Excellent, effective English language abilities, both oral and written. Bilingual Spanish skills a plus.

D. Reasoning Ability

- Demonstrated reasoning ability, in order to successfully lead and/or manage responsibilities as described above.
- Ability to work independently and prioritize work while managing multiple deadlines
- Proven capability to work in a collaborative, service-focused environment
- Demonstrably strong analytical skills, as well as problem-solving and conflict management capabilities.

E. 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.

- Sufficient eye-to-hand coordination to successfully operate a computer keyboard
- Ability to give and receive information by telephone and in person
- Ability to sit upright for extended periods of time.
- Ability to stand or walk for extended periods of time.
- Ability to occasionally climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

- Must have personal transportation and ability to drive, possess a valid driver's license, maintain personal auto insurance and meet the council insurance company's requirements for coverage.
- Other duties, as determined by the council.

Work Environment: Council office location which provides a professional workspace in an open concept office environment. Off-site work required at multiple community locations.

Mission Delivery Reports To: Membership Director FLSA Status: Full Time (Regular), Non-Exempt Grade: 6.

How To Apply:

Send resumes to Veronica Soto - vsoto@gdsw.org. Criminal Background and MVR check required.