Immediate Opening

M & R Administrative Assistant – Troop & Service Unit Support

GSCM is seeking an administrative assistant to handle the administrative tasks and projects to support administrative volunteer management and engagement.

POSITION SUMMARY

The Membership & Retention Administrative Assistant provides critical, and timely administrative support to volunteers, girls, families, and the Membership and Retention Department. This position contributes to the achievement of team and organizational goals.

POSITION PRIMARY RESPONSIBILITIES

- Provide comprehensive administrative support to the Director of Membership and Retention, Membership and Retention Department, and as needed, the Chief Operating Officer.
- Provide necessary support to volunteers and the Membership and Retention team to assist in the achievement of Girl Scouts of Central Maryland’s girl and adult retention membership goals.
- Provide administrative support to the troop finance process and approval of troop and service unit requests to travel, participate in additional money earning activities, and third-party contract signature requests.
- Assist in revising and maintaining volunteer training curriculums and materials, as well as in the coordination of volunteer training experiences and participation tracking.
- In partnership with the Director of Membership and Retention, create and administer evaluation tools to measure the quality of troop leader and administrative volunteer training, events, and overall experience.
- Create a culture of customer service excellence by treating each interaction as an opportunity to provide courteous, timely, and quality service, and by exhibiting professional behavior becoming of the Girl Scout brand, Promise, and Law.
- Utilize Girl Scouts of Central Maryland’s Customer Relationship Management System (i.e. Salesforce) to provide professional, quality customer service to members, volunteers, staff, and partners, as well as to document all interactions and communications.
- Follow the customer case escalation procedures and assign cases to appropriate staff member, if unable to resolve issues.
- Navigate and use various databases to assist customers, including data entry tasks.
- Compile and maintain department records and data in adherence with internal documented processes for member retention and renewal; policy and procedure compliance; volunteer training; record keeping; and member registration.
- Perform administrative functions in the coordination and implementation of volunteer and department events, meetings, programs and activities.
- Promote the Girl Scout Mission and Girl Scouts of Central Maryland’s priorities and vision.
- Perform additional duties as assigned to assist in fulfillment of the council’s mission and goals.
POSITION REQUIREMENTS

- One-year certificate from a college/university or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Sound time-management skills by effectively and efficiently organizing, prioritizing and completing multiple assignments in a timely manner.
- Strong analytical skills and problem-solving abilities.
- Ability to thrive in a fast-paced environment with multiple priorities.
- Strong verbal, written, and interpersonal skills required.
- Proficient in Microsoft Office and internet savvy.
- Prior experience with customer relationship management databases highly preferred, but not required.
- Prior experience with Girl Scouts program is a plus.
- Ability to lift 30 pounds without difficulty and stand and sit for extended periods of time.
- Must subscribe to the principles of the Girl Scout Movement and become a registered member of Girl Scouts of the United States of America (GSUSA).

For immediate consideration, please email your cover letter and resume to:

jobs@gscm.org