



# Service Unit Manager (SUM)

## Position Description

**Appointed by:** Service Unit Support Specialist  
**Reports to:** Service Unit Support Specialist  
**Term:** 1 year - may be reappointed annually by Service Unit Support Specialist. Maximum 3 year term.

### Expectations

- Honor and live by the Girl Scout Law.
- Facilitate regularly scheduled service unit team and leader meetings; providing comprehensive agendas.
- Maintain regular communication with team members and Girl Scout staff.
- Restrict membership data/email distribution for Girl Scout use.
- Oversee work, progress, recognition, and welfare of team members, troop leaders, volunteers, and girls.
- Assist in recruiting and supporting team positions.
- Collaborate with service unit support specialist to develop succession plan for all team positions; inspire job sharing/shadowing/mentoring where applicable.
- Ensure service unit supports year-round recruitment and renewal efforts to attain membership goals and community growth.
- Promote council and regional events, programs, activities and campaigns.
- Collaborate with membership recruitment specialist on recruitment strategies.
- Collaborate with service unit support specialist about conflict resolution strategies within the service unit and community.
- Meet with service unit support specialist to complete a volunteer evaluation, discuss challenges and successes for current year and visions for upcoming year.

### Competencies

- Leadership experience and supportive team-player able to work with people of diverse cultures, abilities, personalities, ages, backgrounds.
- Serve as a positive role model to girl and adult members.
- Strong organizational skills; able to prioritize multiple tasks.
- Effective oral and written communication skills.
- Meeting facilitation skills; comfortable speaking before members.
- Able to delegate tasks and responsibilities.
- Computer/internet access and proficiency, including MS Excel.
- Knowledgeable and enthusiastic resource for members and non-members to learn more about Girl Scouts.
- Conflict resolution/mediation skills, training, aptitude.
- Manages confidential, sensitive matters.

### Requirements

- Be a currently registered Girl Scout member in good standing.
- Have a current background screening on file.
- Complete training for the position prior to assuming duties.
- Accept responsibilities and duties as outlined.
- Attend annual Service Unit Manager Roundtable; encouraged to attend all team position roundtables or ensure team member attends.
- Affirm that the Girl Scout movement actively seeks members of every racial, ethnic, religious and socioeconomic group.
- Accept and promote Girl Scouts of the USA and Girl Scouts, San Diego-Imperial Council policies, procedures and guidelines.

Service Unit \_\_\_\_\_

Name \_\_\_\_\_

Street Address \_\_\_\_\_

City, Zip \_\_\_\_\_

Phone # \_\_\_\_\_

Cell Phone # \_\_\_\_\_

E-Mail \_\_\_\_\_

### Girl Scout Law

**I will do my best to be honest and fair, friendly and helpful, considerate and caring, courageous and strong, and 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.**

*This agreement must be signed and returned to service unit support specialist.*

**I have read and understand the responsibilities of this position.** I am a registered Girl Scout member in good standing and agree to do my best to uphold my responsibilities as service unit manager. I recognize this is a volunteer position and will not expect or accept any monetary compensation. If for any reason I cannot fulfill my tasks as defined here, I will inform my service unit support specialist immediately.

Signature \_\_\_\_\_

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Date \_\_\_\_\_

**Thank you for volunteering!**