



Girl Scouts of NE Kansas & NW Missouri
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Job Description/Planner – Service Team Manager

Name _____ Service Unit _____ Year _____

COMPETENCY (Defined Job Tasks)	ACTION(S) (On-going Training & Supervision)	EMPHASIS	RESULTS	DEGREE MET*
Analyze service unit needs to determine staff requirements	<ul style="list-style-type: none"> Change job structure of team as needed Identify specialized needs and address through structure 			
Recruit and appoint team members	<ul style="list-style-type: none"> Set recruitment goals Recruit team members Interview prospective volunteers Appoint team members Replace team members as needed 			
Provide for the training of team members	<ul style="list-style-type: none"> Provide orientation to new team members Refer team members to council training Arrange or ask for training to meet team needs 			
Manage the service team	<ul style="list-style-type: none"> Apply adult development practices when supervising team Help team members in setting team & individual goals Monitor appointments & approvals Coach and support team members Supervise the development of a service unit bridging plan 			
Conduct performance evaluations with team members	<ul style="list-style-type: none"> Do performance evaluations with all team members 			

Job Description/Planner – Service Team Manager, continued

COMPETENCY (Defined Job Tasks)	ACTION(S) (On-going Training & Supervision)	EMPHASIS	RESULTS	DEGREE MET*
Recognize volunteers in the service unit	<ul style="list-style-type: none"> • Make sure volunteers are considered for council recognition • Supervise volunteer recognition at service unit level 			
Release team members	<ul style="list-style-type: none"> • Release or not reappoint team members as needed 			
Serve all population segments within the service unit	<ul style="list-style-type: none"> • Analyze data to find out what areas need recruitment • Utilize community profile • Maintain/utilize membership figures 			
Insure pluralistic practices in the service unit	<ul style="list-style-type: none"> • Provide opportunities for appreciation of diversity by girls and adults • Make sure practices in service unit encourage full participation 			
Develop, implement and evaluate plan-of-work and budget	<ul style="list-style-type: none"> • Update community profile • Write service unit plan-of-work w/Membership Manager & team • Develop and manage service unit budget • Review plan-of-work with service unit • Delegate tasks in plan-of-work • Review and change p.o.w. to meet area needs • Evaluate progress toward getting tasks done in p.o.w. • Participate in evaluation with Membership Manager 			
Plan and conduct service unit meetings	<ul style="list-style-type: none"> • Schedule service unit meetings to meet area needs • Meet with team to set agendas • Conduct regularly scheduled unit meetings 			

Job Description/Planner – Service Team Manager, continued

COMPETENCY (Defined Job Tasks)	ACTION(S) (On-going Training & Supervision)	EMPHASIS	RESULTS	DEGREE MET*
Interpret & distribute council information	<ul style="list-style-type: none"> Attend service team managers staff meetings Meet regularly with Membership Manager Distribute/interpret information Promote participation in council activities/opportunities 			
Interpret Council/GSUSA policies, standards and procedures	<ul style="list-style-type: none"> Apply policies, standards & procedures to problem-solving Find & use resources for policies, standards & procedures 			
Supervise the interpretation & promotion of council financing	<ul style="list-style-type: none"> Supervise council product sales in service unit Promote council fundraising activities 			
Refer volunteers for service unit and council positions	<ul style="list-style-type: none"> Refer volunteers for day camp director Refer volunteers for placement in service unit 			
Represent Girl Scouting in the community	<ul style="list-style-type: none"> Take advantage of opportunities to make Girl Scouting visible in the community 			
Maintain service unit records and statistics	<ul style="list-style-type: none"> Maintain personnel files on team members Maintain confidentiality Report to Membership Manager as requested 			

* DEGREE MET:

4 - Outstanding 3 - Good 2 - Fair 1 - Poor

N/A - Not applicable

