



Position Description

POSITION TITLE: Community Program Manager

OPERATING UNIT: Community Programs

REPORTS TO: Director of Membership Support

CLASSIFICATION: Full Time/Exempt/Safety
Sensitive

POSITION SUMMARY

The Community Programs Manager is responsible for developing and managing partnerships with schools and community organizations to deliver Girl Scout programming that introduces girls, particularly those in underserved communities, to the values and experience of Girl Scouting. This role focuses on developing meaningful programming that engages girls where they are, while working closely with the Membership Support Team to support their transition into traditional troops.

Key responsibilities include building relationships with partner sites, developing curriculum tailored to community settings, strategic planning that aligns with programming and recruitment goals, and overseeing part-time staff and volunteers delivering programs. The Community Programs Manager is also actively involved in grant management, ensuring that funding deliverables are met.

The ideal candidate is a connector, collaborator, and creative thinker who is passionate about opening pathways for girls to grow with Girl Scouts long term.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Develop formal agreements with community partners and program sites.
Proactively communicates with community partners to maintain relationships, ensure Girl Scout Program delivery, and adherence to Girl Scout program guidelines or agreements.
- Supervises, manages, and supports full and part-time staff and volunteers who deliver Community Programs, providing them with the tools, guidance, and ongoing support needed for success.
- Recruits, cultivates, and places volunteers to support program delivery, ensuring alignment with council standards and the needs of participating girls and communities.
- Develops and manages the execution of a recruitment and retention strategy for all community programs and alternative program delivery for girls and troops in alignment with council goals.
- Creates curriculum and gathers materials, supplies, and needed resources for volunteers involved in direct service to girls.
- Manage grant deliverables by monitoring progress, tracking participation data, and ensuring all reporting requirements are met in a timely and accurate manner.
- Encourage and support participation in council-led activities such as the Girl Scout Cookie Program, events, and camp experiences to increase girl and family engagement.
- Conveys the principles of the Girl Scout Leadership Experience along with council policies and procedures, supporting volunteers and partners in applying them effectively.
- Responsible for developing and maintaining up-to-date standard operating procedures for assigned roles.
- Evaluate program impact and outcomes, using data to inform decisions and refine strategies for continuous improvement.
- Write reports, updates, and proposals for funders or internal stakeholders
- Other duties and assigned.

REQUIRED COMPETENCIES/SKILLS:

- **Achievement Focus:** Demonstrates persistence and overcomes obstacles, measures self against standard of excellence, recognizes and acts on opportunities, sets and achieves challenging goals, takes calculated risks to accomplish goals
- **Communication:** Exhibits good listening and comprehension, expresses ideas and thoughts in written form, expresses ideas and thoughts verbally, keeps others adequately informed, selects and uses appropriate communication methods
- **Customer Service:** Displays courtesy and sensitivity, manages difficult or emotional customer situations, meets commitments, responds in 48 hours to customer needs, solicits customer feedback to improve service
- **Problem Solving:** Develops alternative solutions, gathers and analyzes information skillfully, identifies problems in a timely manner, resolves problems in early stages, works well in group problem-solving situations

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree or equivalent experience required.
- A minimum of two (2) years of related experience required.
- A minimum of one (1) year of management experience required.
- Program management experience a plus.

ADDITIONAL JOB REQUIREMENTS

- Clearance of background check and drug screen.
- Become a registered member of GSUSA
- Access to reliable transportation
- Valid Oklahoma Driver's license.
- Must carry and show proof of 100/300/100 liability coverage on personal vehicle

REQUIRED SKILLS & ABILITIES

- Exceptional attention to detail and ability to prioritize multiple deadlines.
- Demonstrated ability to interact with Girl Scout members and the public, providing courteous customer service to all, whether in person, via phone, written note, or email, within 48 hours.
- Excellent written and verbal communication skills.
- Outstanding customer service and people skills.
- Willingness to work a flexible schedule, including occasional evenings and weekends.
- Strong data entry skills.
- Demonstrated strong presentation skills.
- Ability to thrive in a fast-paced, constantly evolving environment
- Strong public speaking and presentation skills
- Commitment to fostering an inclusive, respectful, and diverse workplace
- Willingness to collaborate, share information, and contribute positively to a team environment
- Proven ability to motivate individuals and lead groups of varying sizes

PREFERRED QUALIFICATIONS

- Bilingual (English/Spanish).
- Experience building and maintaining partnerships with schools, community organizations, or social service agencies
- Experience designing or adapting youth development curriculum
- Experience with program assessment, outcomes measurement, and reporting
- Experience with volunteer recruitment, onboarding, and retention strategies

COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS

- Computer literate with word processing and Excel skills (i.e., Microsoft Office systems); ability to navigate and use Salesforce or similar software packages.

SELECTIVE ABILITIES & PHYSICAL DEMANDS: *The incumbent must be able to perform the following qualifications to be offered and/or maintain employment in this position.*

- Sedentary Work (use of light force to lift, carry, push, pull, or move objects), not substantially exposed to adverse environmental conditions, work occasional weekends and evenings/nights.
- This position requires the ability to remain stationary and to use the computer monitor, keyboard, and mouse for extended periods of time.
- Must be able to speak and communicate clearly.
- Sufficient eye-to-hand coordination to successfully operate a computer keyboard.
- Ability to sit upright for extended periods of time.
- Sufficient visual acuity to make appropriate judgments about Girl Scout materials.
- Ability to travel to and/or attend off-site meetings.
- Physical ability to frequently stop, kneel, bend, crouch, reach overhead, grasp, push, pull, lift, and move objects up to 50 pounds at shoulder height, and occasionally lift more than 50 pounds.
- Demonstrated normal depth perception.
- See and read printed materials, with or without visual aids; distinguish colors; read and understand rules and policies, labels, and instructions.
- Verbal communication, including the ability to speak and hear at normal room levels.
- Other demands, as determined by the council.

WORK ENVIRONMENT

The employee will work in an office environment and close quarters with other staff and clients. The noise level in the work environment ranges from moderate to loud, and hectic situations can occur. Exposure to odors and scents is common.