

Position Summary

The Chief Operating Officer (COO), in conjunction with the council's Executive team, is responsible for developing, implementing, and maintaining a sustainable mission delivery model that enables the council to continually enhance the Girl Scout value proposition and to effectively deliver the Girl Scout Leadership Experience (GSLE) to a growing number of girls. The COO will develop/identify and implement solutions to enhance girl membership recruitment, engagement and retention across all age levels that reflect the diversity of our council and provide a broad array of fun-filled, engaging, relevant, and impactful program opportunities for girls.

Mission-focused, well-trained volunteers are essential to providing the GSLE to girls in a fun, engaging and enriching manner. The COO plays a lead role in identifying, developing and implementing sustainable business processes that will significantly enhance and streamline adult volunteer recruitment, application, placement and training; and will provide a satisfying volunteer experience that supports effective GSLE delivery and volunteer retention. Working in partnership with the Executive team, the COO will identify/create, implement, evaluate and enhance systems and processes to achieve optimal cross-functional results.

Reports to: Chief Executive Officer

Location: Wichita, KS

Areas of Responsibilities:

- Directs the management and operations of Membership Recruitment, Volunteer Support, Girl Experience, and Property departments.
- As member of the Executive Team, participates in the strategic planning process to set the Council's strategic priorities.
- Develops operational plans that tie departmental goals to organizational strategic priorities. Monitors progress and adjusts as necessary to achieve objectives. Prioritizes and oversees execution of tactics for recruitment, girl experiences and volunteer services to achieve departmental goals.
- Works with the Executive Team and Board of Directors to ensure the ongoing financial viability of the council.
- In conjunction with Executive team, establishes policies, and procedures to ensure effective implementation of best practices in regard to mission delivery functions.
- Responsible for increasing revenues and controlling expenses through effective budgeting, forecasting and financial performance review.
- Oversees the recruitment, management, development, retention, and support of volunteers in order to increase capacity in delivering the Girl Scout Leadership Experience to girl members. Directs technology, systems and processes for volunteer management.
- Utilizes the National Program Portfolio, to ensure that council provides engaging and progressive girl experiences in all four program pillar areas that achieve Girl Scout outcomes. Ensures that these opportunities are available to a diverse, growing number of Girl Scouts. Also, ensures that higher award opportunities are promoted and that the council has a growing number of Girl Scouts earning higher awards.
- Directs day-to-day programs and services by utilizing performance metrics to evaluate the effectiveness of internal business processes. Prioritizes and implements process improvement initiatives.

Education, Experience and Skills Required:

- Bachelor's degree in relevant course work
- 5-7 years of supervisory experience
- Proven success in managing in multi-functional operations environment
- Proven exceptional project management skills
- Diverse experience in delivering operational excellence, with specific exposure to mission delivery and volunteer life-cycle management in youth-servicing nonprofits
- Strategic planning skills and proven track record of managing for results
- Ability to inspire others through leadership that is inclusive, collaborative, and forward thinking.
- Substantial budgeting and fiscal management experience of \$1 million or better

- Demonstrated ability to coordinate multiple projects while managing conflicting priorities and deadlines
- Highly organized, self-managing, independent thinker possessing a strong attention to detail.
- Display a vision and a passion for the youth enrichment experience.
- Utilize diverse communication strategies to provide clear, proactive, and transparent communication.
- Be highly visible, approachable, accessible, and welcoming to all stakeholders.

Additional Organizational Requirements

- Subscribe to the principles of the Girl Scout Movement and become a registered member of GSUSA.
- All employees of the Girl Scouts of Kansas Heartland must possess a positive attitude with strong work ethic, integrity and honesty and are expected to be flexible, adaptable and thrive in an ever changing/fast-paced environment.
- Develop and maintain sensitivity to employee diversity in the work place. Behave in ways that demonstrate respectful treatment of other employees, volunteers and girls. Practice pluralism and be inclusive with the services provided.
- Incumbent will be expected to proactively contribute to the success of work teams by sharing relevant information, encouraging open dialogue, respecting other team members, supporting collaboration, encouraging ongoing self-assessment and supporting new ideas and ways for achieving the goals and objectives for realignment.

Girl Scouts of Kansas Heartland has retained Find Great People, a national executive firm headquartered in Greenville, SC to lead the full search process in finding their next Chief Operating Officer for the council. If you or someone you know is interested in learning more, please contact Robyn Ezzell at Rezzell@fgp.com.