



Member Experience Manager Position Description

Reports to: Director of Membership
Position Status: Regular, Full-Time
FLSA Status: Exempt
Prepared by: AZK
Revision Date: January 2026

Position Summary

Responsible for helping achieve GSMW's overall membership and retention goals for adults and troop girls through the support of volunteers and the onboarding, training, and support of troop leaders, throughout the regions. Responsible for securing increased troop girls and adult participation in other volunteer opportunities as well as assisting in the development of community partnerships needed to implement Girl Scouts within an assigned area. Responsible for implementing and assessing comprehensive year-round recruitment and membership support strategies that increase troop girl and volunteer membership and enhance retention. Responsible for the development of innovative strategies, and effective services for supporting girl and adult membership.

Essential Duties and Accountabilities:

- Serves as the main point of contact for geographic area (Headquarters and Eastern Montana), relaying pertinent information to council staff to guide volunteers to additional support services and resources.
- Guide potential adult and girl members through conversion by phone calls, emails and other communications and coordinate the placement of registered girls and adults into appropriate troops and volunteer roles.
- Accountable for meeting or exceeding an annual membership recruitment and retention goal through analysis of community needs, demographic data and membership statistics, develop, design and conduct recruitment and retention plans for girl and volunteer membership growth in designated geographic areas.
- Cultivates relationships with appropriate community leaders, organizations, and businesses to increase visibility of GS in the community.
- Generates girl and adult member leads from a variety of effective methods, including but not limited to, recruitment activities, marketing, community presentation, etc.
- Implement, track and analyze the components of welcoming and onboarding troop leaders and retaining existing leaders.
- Serve as content expert on Girl Scout process, procedures, rules, and forms relating to becoming a member and/or becoming a volunteer.
- Guides all troop leaders to ensure correct onboarding, assists with troop bank account needs, confirms completion of applicable trainings, and explains and discusses troop management and assistance with the financial literacy programs.
- Identifies the need for and provides timely problem solving and conflict resolution support/intervention when appropriate.
- With the support of the Program Manager, create a needs-based, data driven, comprehensive offering of council programs.

- Plans, coordinates and implements council programs to provide fun, engaging participation options for all girl members, including in-person and program experiences, and supports council program revenue. Excluding Virtual Try-It and Alternative Program Delivery (APD) in the Fall, Winter, and Spring.
- Plans, coordinates, and implements council programs, ensuring at least two are delivered annually in Eastern Montana, with programs in Billings determined in accordance with the annual mission delivery plan.
- Other duties as assigned.

Council

- Represents GSMW in a professional manner at all times, modeling behavior consistent with the mission and purpose of Girl Scouting
- Interprets the Girl Scout Leadership Experience philosophy and the council's policies, procedures and standards
- Promotes and assists with Council wide programs, activities, and public relations endeavors
- Optimizes technology to support customer service for volunteers
- Ensures Girl Scouting is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the council

Supervisory Duties

This position has no supervisory responsibilities.

Experience/Education

- Bachelor's degree in related field, prior experience in sales, marketing, community relations, and/or equivalent combination of education and experience.
- Strong working knowledge of Windows Office products preferred.
- Valid driver's license required with clean driving record.
- Previous non-profit experience preferred.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Proven oral and written communication abilities with an emphasis on active listening and customer service skills
- Ability to communicate effectively with a diverse group of customers, volunteers and staff.
- Ability to develop marketing and social media campaigns and strategies including content ideation and implementation schedules.
- Self-starter who can work independently and takes initiative; is flexible, adaptable, and organized. Able to self-manage and thrive in fast-paced environment is essential.
- Position is office-based; must be willing to work a flexible schedule, and will be required to work outside of normal business hours.

- Ability to work independently with minimal oversight, Ability to manage multiple projects effectively with conflicting priorities while meeting deadlines is essential.
- Highly developed people and project management skills, with demonstrated ability to build relationships and possesses strong conflict management and resolution skills.

WORKING CONDITIONS

Physical Demands

- Frequent sitting, standing and walking
- Use of fingers, hands and arms
- Reaching, bending, stooping
- Extended work with computer
- Close, distance and peripheral vision
- Lifting up to 50 lbs.

Environmental Conditions

The incumbent is located in a busy, open area office and/or outside the office traveling to and when meeting with others. The incumbent is faced with constant interruptions and must meet with others on a regular basis.

Sensory Demands

The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

Mental Demands

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

Core Competencies

Accountability: Acts with a clear sense of ownership. Takes personal responsibility for decisions, actions, and failures. Establishes clear responsibilities and processes for monitoring work and measuring results.

Communication: Communication refers to the ability to inform orally and in writing, with clarity and good effect. It means to understand clearly and quickly when instructions or orders are received. It means judgment about what information is important and what is not, and what should be communicated, how, to whom and when.

Innovation: Applies original thinking to improve processes and services.

Integrity and Trust: Widely trusted and seen as a direct, truthful individual. Able to present the truth in an appropriate and helpful manner. Keep confidences and does not misrepresent for personal gain.

Teamwork: Works with and helps others to accomplish goals.

Position Competencies

Customer Centric: Acts with customers in mind. Establishes and maintains effective relationships with customers and gains their trust and respect. Refers to the ability to satisfy the expectations and requirements of customers, both internal and external. Displays courtesy and sensitivity and responds promptly to service requests. Identifies customer needs and explains services clearly.

Critical Thinking: The objective analysis and evaluation of an issue in order to form a solution or path forward with all stakeholders in mind.

Digital, Virtual, and Technical Proficiency: Works with or manages council systems to serve clients and troubleshoots issues with customers. Utilizes technology tools within their job function successfully and accurately to achieve results.

Learning and Innovation: Acquires necessary knowledge and skills to perform the job effectively and applies original thinking to improve processes and services.

Relational Intelligence: The ability to create and maintain high-quality relationships with others, leading to better outcomes and higher performance.

Safety

GSMW will provide safe working conditions for each employee. In return, GSMW expects each employee to recognize their obligation to conduct themselves with regard not only for their own safety, but also for the safety of their fellow employees/volunteers. Employee is expected to follow safety rules and procedures, including those specific to their position. Employee is expected to attend and participate in safety meetings or training, when required, and report unsafe circumstances to their supervisor or other specified individual. Employee shall perform all safety duties specific to their position.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not a contract and should not be construed as a guarantee of employment for any specific period of time.

I have read and received a copy of this job description.

Employee Signature/Date

Supervisor Signature/Date