Chief Operating Officer

Does making a difference in the lives of girls interest you?
If so, then come be a part of an organization that has a solid history and a growing future – work for Girl Scouts of Nassau County. We are seeking an enthusiastic, collaborative leader to serve as Chief Operating Officer.

Join us and use your creativity and passion for sharing our mission to give girls a strong future!

Our Organization

Girl Scouts of Nassau County (GSNC) is the preeminent organization serving the interests of girls in Nassau County for over 100 years. Girl Scouts unleashes the G.I.R.L. (Go-getter, Innovator, Risk-taker, Leader)™ in every girl, preparing her for a lifetime of leadership. Girl Scouts builds girls of courage, confidence and character who make the world a better place. GSNC has current membership of over 16,000 girls and over 5,000 adult volunteers and a staff of 65 full time and part-time employees.

Position Summary

The Chief Operating Officer is positioned at the operational and mission center of the organization and has direct responsibility for leading mission-delivery teams that include volunteer development and support, membership growth and entrepreneurial programs. The Chief Operating Officer is a leader capable in both high tech (data-driven decision making) and high touch (exceptional focus on customer service) management. Reporting to the CEO, the Chief Operating Officer is also responsible for: all financial and technical strategies for these specific operations; business process flow across the customer relationship management system; real-time outcomes (data analytics) monitoring; and adapting staff roles and processes nimbly to achieve council customer service goals and deliver quality experiences to a growing membership.

Primary Goals

As an integral member of the Executive Team, the COO partners with the CEO on all issues related to the strategic planning process and overall organizational growth and strategy. The COO develops and implements GSNC’s strategic priorities as related to three primary goals: 1) to grow membership, retention and renewal 2) develop and support volunteers through the volunteer management system 3) engage members in entrepreneurial programs.

Key Responsibilities

- Oversees plan of work, budget development and monitoring of mission-delivery teams to meet short- and long-term operational goals, for GSNC and each department.
- Builds and implements business process flows across these departments that utilize best practice methods, and leverages and deploys resources in effective ways to accomplish council’s goals.
- Manages board level committees and manages other governance activities including the Annual Meeting, the National Council Session/Conventions and working with governance volunteers.
• Represents GSNC and Girl Scout mission/movement to both internal and external stakeholders for partnership building, training, community relations building, and other collaborations. (Local travel (~10%), flexible hours as needed, including some day-travel, evenings, and weekends.)
• In assigned departments, oversees employees’ development, recognition, performance appraisals, and improvement plans as needed, and equitable distribution of workload across teams to achieve optimal productivity.

Mission/Operational Responsibilities
• Provides leadership, direction, mentoring/coaching, and support to the team leaders of volunteer experience, membership development, and entrepreneurial programs teams who manage GSNC’s core mission-delivery departments to ensure that any and every girl and adult member in GSNC’s region can benefit from the Girl Scout Leadership Experience.
• Ensures professional and superior customer service is provided to all internal and external customers, members, volunteers, staff and community partners, through systems optimization, staff training, customer feedback methods, handling complaints and celebrating stakeholder success.
• Specifies and analyzes data to understand membership trends, demographics, and market data in order to retain and recruit girl and adult members. Shares weekly data reports with CEO, Executive team and other staff as needed.
• Takes responsibility for Volunteer Policies that are governed by Board approval. Ensures they are implemented, and oversees plans that adequately recruit, train, support, and recognize volunteers.
• Manages knowledge sharing of safety checkpoints to our staff, volunteers and families ensuring that all are informed and updated and confirms all our processes are aligned.
• Oversees the management of member (and non-member) surveys and provides recommendations on responding to data to continuously improve member support.

Qualifications
The successful candidate will have proven experience leading and inspiring teams of diverse individuals and departments to meet shared goals. Qualifications include minimum of five years’ experience supervising employed staff and minimum of two years’ experience in recruiting, training, and supervising volunteer staff. Financial management experience in either not-for-profit or for-profit business with direct accountability for revenue and expense results. Experience designing and directing complex work projects across multiple business units. A minimum of an undergraduate degree is required, advanced degree with a focus in business, operations management, or non-profit administration strongly preferred.

Skills & Competencies
The COO will have experience in designing and optimizing business processes and experience in utilizing a CRM system such as Salesforce. The COO will have the ability to analyze data and information, and adapt work plans and strategies based on analyses as well as the ability to clearly communicate verbally and in writing and use appropriate technology to do so.

Candidates will have experience in managing teams through a period of organizational change, possess a deep understanding of motivating, mobilizing and supporting volunteers, as well as evaluating volunteer systems and policies to increase effectiveness. It is essential that the COO has proven success in managing relationships with diverse constituent groups and supports,
demonstrates, and promotes GSNC’s and GSUSA’s commitment to diversity, inclusion and pluralism. Fluency in more than one language is a plus.

Through it all, the COO should have the ability to remain positive, adapt and even thrive when unexpected circumstances arise.

**Compensation/Benefits**

Girl Scouts of Nassau County provides a comprehensive and competitive salary and benefits package.

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**Chief Operating Officer**

*Use your experience to help today’s girls become tomorrow’s leaders.*

*Come work for Girl Scouts today!*

*Apply now!*


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Girl Scouts of Nassau County is committed to diversity. Equal Opportunity Employer.