

GIRL SCOUT COUNCIL OF THE NATION'S CAPITAL

POSITION DESCRIPTION

POSITION: Administrative Assistant, Membership

REPORTS TO: Area Membership Manager

PRIMARY AREAS OF WORK:

The Administrative Assistant (AA) serves as a primary point of contact for current and prospective members of the organization, responding thoroughly to questions and concerns with professional courtesy. The incumbent performs administrative tasks; provides support to Area Membership Manager and Membership Specialists; and maintains an organized and efficient office.

SPECIFIC DUTIES:

Membership AAs are the frontline of all our communication opportunities with current and potential members. In order to provide a robust member experience they will use Member Engagement and Salesforce to:

- Communicate with and support adults with stoppages during onboarding and registration processes primarily through phone and e-mail.
- Maintain Troop and Volunteer catalogs for area and assist in the successful placement of girls and volunteers in troops.
- Communicate and support Membership Specialists by providing status reports of potential members who are delayed in registering.
- Process volunteer applications, background checks, update the Volunteer Service Unit Roster, financial aid, and bank letters
- Record and follow up on all tasks referred to other staff members and departments to ensure timely and correct resolution.
- Work interdepartmentally to ensure effective resolution of girl and adult registration stoppage.
- Maintain continuing communication with staff and volunteers in assigned area to assure that troop and volunteer catalogues reflect current opportunities for prospective members.
- Use discretion and maintain confidentiality of girl and adult personal information.
- Responsible for researching information, extracting data from databases and manipulating data using Microsoft Excel for creating and preparing membership reports for Area Membership Manager and team.
- Screens incoming correspondence and phone calls to determine appropriate action or referral when necessary.
- Answers phone calls and emails from current and prospective members professionally and thoroughly within an established timeframe.
- Provide administrative support to the Membership team to include, but not limited to, meeting assistance/set up, the preparation of reports, emails, letters, recruitment

materials and the creation, design, and production of fliers, newsletters and revision of membership materials.

- Responsible for maintaining, organizing and tracking of office inventory which includes but is not limited to membership marketing and support material and office equipment.
- Participates in council and area data entry projects, and other projects as needed.
- Participates on rotation schedule for answering the Connecticut Avenue switchboard calls.
- Ensure coverage of duties when on vacation or out sick.
- Perform other duties as assigned.
- An evaluative process to measure success and growth will be put in place as part of Member Engagement.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent required; Bachelor's degree in a related field strongly preferred.
- Ability to work in a fast-paced environment requiring extensive contact with the public, volunteers, and staff via telephone, e-mail, and in person.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to discreetly handle confidential and sensitive matters.
- Advance knowledge in Word, Excel, PowerPoint and Outlook and the ability and willingness to learn new software applications is a plus.
- Excellent organizational skills, communications skills, the ability to multi-task and the ability to work well in a team.
- Ability to plan, organize and schedule office priorities.
- Ability to effectively screen incoming calls and visitors; sort and/or route incoming and outgoing correspondence, schedule appointments.
- Ability to perform research, create reports and presentations.
- Ability to exercise discretion, initiative, and appropriate judgment in making sound decisions and in developing solutions to problems.