

## Girl Scouts of Kentucky's Wilderness Road

### JOB DESCRIPTION

**TITLE:** Product Program Coordinator      **LOCATION:** Lexington, KY  
**REPORTS TO:** Product Program Director      **Classification/FLSA Status:** Regular, Full-time  
**SALARY:** \$30,000-\$35,000 annually

**POSITION SUMMARY:** The Product Program Coordinator is responsible for working directly with the Product Program Director to plan, execute, and support all product related programming. This includes (but is not limited to) major annual product programs; one in late winter/early spring (Cookie Program) and one in October (Fall Product Program). This person would be expected to facilitate trainings for and maintain frequent communication with a large volunteer base. The Product Program Coordinator must be detail-oriented, have experience working with the public, and have exemplary customer service skills.

#### **Essential Duties & Responsibilities: Support Girl Scout Entrepreneurial Programs**

- Provide superior customer service to customers, members, staff, volunteers, and other community contacts, resolving any product program related concerns.
- Coordinate, communicate, and recruit businesses for cookie booth sale partnerships.
- Oversee all aspects of cookie cupboard/warehouses in Lexington, KY.
- Provide quality trainings council-wide in relation to product programming.
- Coordinate all aspects of girl product programs in areas lacking volunteer coordinators.
- Track and proof information for product tracking software for product programs.
- Provide product program marketing support as needed.
- Performs other duties as necessary or assigned such as: Project a positive and professional image of Girl Scouting, ensure the absolute security and confidentiality of all GSKWR records, promote and support GSKWR fund development programs, adhere to all GSKWR policies and procedures, assist with camp and other programming as needed.

#### **Education and Experience:**

- Associate's degree or 2-3 years program, sales, or customer service experience preferred.
- Experience working with girls, and/or understanding their needs and interests.
- Experience in recruiting, retaining, coaching, and training volunteers.
- Preferred experience: in public speaking, community/youth organization collaboration, data-based decision-making, grant and/or outcomes related work in customer service.

#### **Required Skills/Abilities:**

- Working knowledge of Microsoft Office: Windows, Office, Outlook; social networking, ability to learn new technology systems/programs. Basic office skills required include: average typing speed, composition/editing of emails, record-keeping and management, reporting.
- Skills in: Leadership, marketing, management, problem-solving, and conflict management.
- Experience in Girl Scouts (volunteer or staff) a bonus, but not required – willingness to learn Girl Scout Programming, principles, and standards required.
- Strong communication skills in written, verbal, and virtual delivery (including public speaking)
- Ability to recruit, coach, relationship build, and motivate with a positive and energetic attitude.
- Ability to work a flexible schedule including evenings and weekends occasionally.

### **Physical Requirements:**

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. :

- Travel as job requires - (reimbursement available for appropriate expenses)
- Ability to sit at computer/workstation for extended periods of time.
- Ability to stand/move for extended periods of time during product program pick-up times.
- Physical ability to safely lift/carry supplies or equipment weighing up to 40lbs.
- Full range of body motion including dexterity and hand-eye coordination.
- Provide own method of transportation, maintain a valid driver's license and insurance.
- Pass initial and periodic background and driver checks.

### **Promoted Behaviors and Expectations:**

- Customer Centric, Communicator, Relational Intelligence, Critical Thinker, Digital, Virtual and Technical Proficiency, Financial Acumen, Leadership and Stewardship, Learning and Innovation, Social Justice and Inclusion (DEIB), Business First Mindset

### **BENEFITS:**

- **Compensation** – GSKWR prides itself on competitive non-profit pay. Regular opportunities for both cost of living and merit-based raises after first year of employment.
- **Employer Sponsored Benefits** - GSKWR participates in medical, dental, and vision healthcare plans. Other benefits: 403b retirement savings option, life insurance, etc. Open Enrollment period includes thorough education on benefits programs annually.
- **Time Off** - GSKWR prioritizes the mental, emotional, and physical health of our employees; proven through our generous PTO and Sick Time offerings. PTO hours are increased at regular intervals based on employee tenure.
- **Professional Development Opportunities** – Girl Scouts is leadership development organization that prioritizes and believes in the professional and personal growth of all members, including staff. Continuous learning encouraged: training, enrichments, certifications, education, networking opportunities, cross-training, and more.
- Complementary **annual registration** as a member of Girl Scouts Girl Scouts of Kentucky's Wilderness Road included while under employment with the council.