



## Girl Scouts of Western Ohio Staff Job Description\*

**JOB TITLE: Data & Conversion Specialist**

**CLASSIFICATION: Non-exempt**

**SALARY GRADE: 4**

**DATE: 8/15/2022**

**REPORTS TO: Data Administrator**

---

### **SUMMARY/OBJECTIVE**

To successfully communicate Girl Scout opportunities to prospective girl and adult members, resulting in membership registration. To support community development staff with placement of girls and adults in troops and maintaining data integrity according to established membership data processes.

### **ESSENTIAL FUNCTIONS**

- Contact prospective members (leads) in a timely manner, via phone, email, or text communications to facilitate their Girl Scout membership registration;
- Contribute to council-wide and individual membership goals by utilizing sales skills, strategies, and knowledge of the Girl Scout experience, to convert leads into members;
- Produce timely, high quality, and accurate communications and information regarding the membership registration process;
- Engage in ongoing learning, collaboration, and problem-solving to provide solutions through exemplary customer service to both internal and external customers;
- Manage data integrity for council-wide membership information in all council-wide membership databases;
- Collaborate cross-functionally across teams to share membership data and identify opportunities for membership growth.
- Develop, analyze and share membership reports and dashboards that identify community membership strengths and opportunities to guide membership planning.
- Other duties as assigned

### **COMPETENCIES**

1. Customer Responsiveness
2. Time Management
3. Problem-Solving
4. Organizational Knowledge
5. Sales Experience

### **SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibilities.

### **POSITION TYPE/EXPECTED HOURS OF WORK**

This is a full-time position, estimated at 40 hours per week. Primary work hours are Monday through Friday, 8:30 a.m. to 5:30 p.m., however may include evening and/or weekend hours or overtime as business needs require.

### **TRAVEL**

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

### **REQUIRED EDUCATION AND EXPERIENCE**

1. High school diploma or GED equivalent
2. Minimum of two years' Data Management experience
3. Minimum of two years' experience in sales or telephone sales, preferred
4. Intermediate experience in Microsoft Office products, including Outlook, Word, and Excel
5. Effective oral and written communication skills

### **ADDITIONAL ELIGIBILITY QUALIFICATIONS**

Must possess a valid state driver's license and functioning vehicle for work within the Girl Scouts of Western Ohio region. Successful completion of fingerprinting and a criminal background check as required by Ohio law. Commitment to making a difference in girls' lives as expressed in the Ends statements; mission and goals for girls, as noted in the Board Policy Manual.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## **SIGNATURES**

This job description has been approved by all levels of management:

Human Resources *Cheryl Engel*

Chief Executive Officer *Ann J. Hildebrand*

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

\*When considering an applicant with a disability, the council will conduct an individualized analysis and assessment of the applicant's ability to perform the current functions of the job, with or without accommodation, in accordance with the requirements of state and federal law. The function, requirements and conditions under which this position is performed are subject to change as the council's business needs require.