



## **Girl Scout Council of the Southern Appalachians (GSCSA)**

**Job Title:** Training Specialist  
**Department:** Human Resources  
**Location:** Any  
**FLSA Status:** Exempt

*To apply for position, please email resume and cover letter/email to [careers@girlscoutcsa.org](mailto:careers@girlscoutcsa.org). Mailed resumes may be sent to Human Resources, Girl Scout Council of the Southern Appalachians, 1567 Downtown West, Knoxville, TN 37919. Deadline to apply is 4:30 p.m. (EDT) on Wednesday, April 1, 2015.*

Here at GSCSA, we envision and strive towards a world that value girls. We each consistently follow the Girl Scout Law and Girl Scout Promise in our daily lives. We actively promote our chosen culture of staying girl-centric, respecting diversity, having contagious fun, being intentional in our decision-making, and demonstrating integrity. We thrive in a fast-paced and changing environment.

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### **BASIC JOB FUNCTION**

The Training Specialist collaborates with other Council teams and external resources on development, delivery, and assessment of high quality volunteer and staff training content and presentations as well as identification of additional professional development resources.

### **JOB 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 abilities required.

### **MINIMUM JOB REQUIREMENTS**

- Bachelor's degree (or higher) in education, business, English/communications, or a related field.
- At least two years of experience in creating and/or delivering training to adults.
- Valid Driver's License.
- Experience with Girl Scout Leadership Experience (GSLE) preferred but not required at entry.
- Maintenance of Girl Scout membership throughout employment. (Adult Girl Scout members may be female or male.)

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to role model GSCSA culture.

- Ability to embrace change and strive for continual professional development.
- Knowledge of the principles and practices of adult education (with particular focus on different adult learning styles and preferences).
- Knowledge of the principles of inclusion and their application to learning.
- Knowledge of best practices to maintain girl and adult (physical and emotional) safety within training environment.
- Knowledge of Girl Scout Leadership Experience, program components, and outcomes (or ability to learn quickly upon job entry).
- Strong interpersonal skills.
- Strong organizational skills.
- Strong customer service skills.
- Demonstrated collaborative, management, and interpersonal skills.
- Strong written and oral communication skills, including persuasive communication.
- Effective leadership/volunteer development skills.
- Ability to develop and deliver strong training presentations (in a variety of media formats).
- Ability to collaborate with subject matter experts to develop highly effective training.
- Ability to train and facilitate groups of all sizes.
- Ability to prioritize multiple projects and meet deadlines successfully.
- Ability to speak in public with confidence and professionalism.
- Ability to use Microsoft Office and Customer Relationship Management software effectively.
- Ability to maintain confidentiality with sensitive information.
- Ability to format and proof publications in accordance with the Girl Scout brand.
- Ability to collaborate with staff and volunteers effectively.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sufficient eye-to-hand coordination to successfully operate a computer keyboard.

- Sufficient visual acuity to make appropriate judgments with regard to written materials.
- Ability to communicate orally and in writing.
- Ability to exert up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Ability to work extended hours, nights, and weekends as necessary to conduct and/or observe volunteer and staff training.
- Significant ability to travel within Council service area and work in a mobile environment as needed.
- Other demands, as determined by the Council.

### **KEY RESPONSIBILITIES**

- Under guidance of the Director of Human Resources, collaborates with all Council teams to design, develop, and deliver highly effective training content and to create additional educational resources for volunteers and staff to employ in consistently supporting and enhancing the success of the GSCSA's mission and vision.
- Collaborates with Director of Human Resources and Senior Director of Mission Delivery to assess and identify patterns, gaps, and trends for volunteer and staff professional development needs.
- Seeks out, develops, and updates Council training curricula based on national and regional Girl Scout resources in coordination with staff and volunteer subject matter experts.
- Seeks out learning opportunities and additional educational resources to further staff and volunteers' professional development and growth.
- Provides "train-the-trainer" training to staff and volunteers.
- By providing timely observation of training presentations, develops, mentors, and coaches GSCSA trainers (staff and volunteer) for cultural consistency, adherence to the Girl Scout Promise and Law, and effective delivery of training.
- Researches training technology and makes recommendations to Director of Human Resources, Senior Director of Mission Delivery, and Controller regarding best utilization of technology and financial resources for training.
- Assists information technology staff with ensuring completion of technology training for staff.
- Coordinates with marketing team members to ensure consistent branding of GSCSA training materials.
- Assists Risk Management Committee on development and delivery of safety training and additional educational resources in support of a safety culture.
- Collaborates with Troop Counselor to develop training content around the issues of emotional safety, diversity and inclusion.

- Provides exceptional customer service experience to both internal and external customers including follow-up as needed.
- Other duties as assigned.

The Girl Scout Council of the Southern Appalachians (GSCSA) is headquartered in Knoxville, Tennessee, and has offices in Chattanooga and Johnson City, Tennessee. The Council serves 46 counties in East Tennessee, Northwest Georgia, and Southwest Virginia. At GSCSA, we believe that every girl has unique value and potential in the world. The Girl Scout environment must be an emotionally safe, learning community that fosters fun, cooperative play, and collaborative learning.