



# Volunteer Position Description

Girl Scouts Heart of Central California | 6601 Elvas Avenue Sacramento, CA 95819 | [www.girlscoutshcc.org](http://www.girlscoutshcc.org)

**POSITION:** RETENTION COORDINATOR  
**OBJECTIVE:** To improve retention of troop leaders and girl members  
**ACCOUNTABILITY:** Appointed by and accountable to the service unit manager

## RESPONSIBILITIES:

- Provides the service team with a better understanding of why troops disband and looks for opportunities to make changes to increase retention.
- Communicates regularly with key service team members on the status of troops.
- Obtains list of troops who have not reregistered from the SU Registrar and contacts leaders to determine status of troop.
- Offers assistance to troop leaders who are struggling or are expressing a need to disband.
- Helps in finding someone to take over the leadership role, when a troop leader is stepping down.
- Attends parent/troop meetings as needed to help with transition of new leadership.
- Contacts disbanding troop members to determine the girl's interest in continuing in Girl Scouts.
- Assists the SU Organizer in helping to find new troops for disbanding troop members who want to continue.

## QUALIFICATIONS:

- At least 18 years of age
- Is (or is willing to become) a member of Girl Scouts of the USA.
- Able to work with people of all racial, ethnic, cultural, religious, socioeconomic backgrounds and ability levels.
- Knowledge of Girl Scout program, policies, and standards.
- Good communication and problem solving skills; access to a telephone and email.
- Willingness to participate in a yearly performance review.