

**Field Service
Position Description**

Job Title: Field Service
Classification: Exempt
Reports To: Director of Field Service
Location: Marriott Scout Service Center

Job Code: 7030
Department: Field Department
Position Type: Full-Time

Position Summary

This position is a dynamic leadership role responsible for inspiring, guiding, and developing both staff and volunteers to achieve ambitious organizational goals within an assigned service area. The leader provides clear direction and accountability to Unit Serving Executives, fostering a culture of high performance and collaboration. They champion volunteer engagement by recruiting, training, and motivating individuals who are committed to advancing Scouting America's mission. In addition, the role drives strategic execution of membership growth, program quality, and fundraising initiatives, including an annual giving campaign and product sales, while maintaining rigorous fiscal oversight. Success in this position requires building and sustaining impactful relationships with community leaders, businesses, and chartered organizations, creating partnerships that expand Scouting's reach and influence. As a visible ambassador for Scouting America, this leader models integrity, professionalism, and mission-driven advocacy, ensuring compliance with organizational standards and safeguarding youth. Ultimately, this role demands a visionary approach to leadership—one that inspires teams, strengthens volunteer networks, and delivers measurable results year after year.

Primary Responsibilities

- Partner with Unit Serving Executives and volunteers to achieve:

Leadership

- Staff advisor for a functional assignment in the Council
- Serve as the dedicated point of contact for District in the event of a vacancy in Service Area
- Accountable to giving coaching, preparation, and execution of the Council's plan, through staff and volunteers, to achieve Service goals and objectives.

Membership and Units

- Retain current members by implementing proactive engagement strategies and monitoring unit health throughout the year.
- Increase new member recruitment annually through targeted campaigns, school presentations, community events, and digital outreach.
- Expand the number of Scouting Units by identifying underserved areas and securing new chartered partners.

Fund Development

- Plan and execute an annual giving campaign to meet fundraising goals.

- Give leadership to product sales campaigns (Camp Cards and Popcorn) by promoting the sale(s), recruiting and training unit coordinators, actively engaging with unit leaders to ensure campaign success.

Program Quality & Execution

- Increase the percentage of trained leaders each year by promoting online and in-person training opportunities and tracking completion rates.
- Grow Scout attendance at district and council events through early marketing, personalized invitations, and incentive programs.
- Develop and manage event budgets aligned with the Council Annual Budget, ensuring timely reconciliation and fiscal accountability.

Stakeholder Engagement & Account Management

- Cultivate strong relationships with volunteers and key stakeholders through regular communication, recognition, and engagement activities.
- Lead and facilitate monthly committee meetings, providing clear agendas, actionable items, and timely follow-up.
- Recruit and onboard talented volunteers year-round, offering structured training and role-specific support.
- Build strategic partnerships with community leaders, schools, businesses, and chartered organizations to expand program reach.

Safeguarding Youth

- Ensure full compliance with Scouting America policies, procedures, and Safeguarding Youth standards across all activities and events.
- Promote a culture of safety by ensuring Safeguarding Youth and all youth safety policies and procedures are strictly adhered to.

Qualifications

- Must be willing to accept and meet Scouting America's leadership and membership standards and subscribe to the Scout Oath and Law.
- Bachelor's degree from an accredited college or university.
- Must be 21 years of age or older unless prohibited by applicable law.
- People-oriented with the ability to work well with adult volunteers, community and business leaders, and representatives of other organizations.
- Ability to work varied hours when necessary; evening activities and weekend work are frequently required.
- Highly visible at events in Service Area, with strong networking skills.
- Requires professional attire or Scouting uniform based on the nature of events attended.
- Ability to travel for training at least once a year for one to two weeks.
- Proven ability to coach, motivate, and lead others in achieving ambitious, measurable goals.

- Prior experience directly supervising professional staff and managing team performance is desired.

Education:

Bachelor's Degree and 5 to 7 years of management experience.

Desired Skills

- Self-motivated with strong time management and organizational skills in management, budgeting, and planning.
- Committed to personal and professional productivity while maintaining high ethical and professional standards.
- Comfortable with public speaking and interacting with diverse audiences. Excellent people skills—enthusiastic, punctual, responsible, and creative.
- Proficiency in Microsoft Office Suite (Excel, Word, Outlook, Teams, PowerPoint).
- Strong fundraising, project management, and program development experience highly desired.
- Experience in account management, relationship building, and stakeholder cultivation preferred.
- Non-profit, fundraising, customer service, management, or sales experience is a plus.

Performance Metrics

- Program participation and retention rates
- Fundraising goals and donor engagement
- New Members recruited year-over-year and the retention of current members
- New Units organized year-over-year and the retention of current units
- Community visibility and feedback
- Volunteer recruitment and satisfaction

Working Conditions

Must be able to drive to appointments and to the office during both daylight and evening hours.

Must be able to lift up to 35 pounds. Must occasionally participate in outdoor activities such as overnight camping, walking/hiking short distances, etc. Must be able to sit for prolonged periods.

Must be able to work on a PC for prolonged periods. Must be able to communicate with members, volunteers, staff, and others in person, via telephone, letter, and e-mail.

Other Duties

This job description is not exhaustive and may be updated or modified at any time. Additional duties, responsibilities, or activities may be assigned as needed.