

Business Systems Manager

Department: Business Operations

Reports to: VP of Business Operations

Council Overview

Girl Scouts of the Commonwealth of Virginia serves over 10,000 members: more than 7,200 girls and 3,700 adults across thirty counties and six cities within Central, Northern, Southside, and the Northern Neck regions of Virginia. Girl Scouts is the world's preeminent leadership development organization empowering girls of all ages to discover their potential, build valuable skills and self-confidence, and become agents of change in their communities and as global citizens.

Job Summary

The Business Systems Manager provides oversight of council business systems, CRM platforms, business operations, and data management. This role ensures system integrity, and alignment with organizational goals, while championing reporting efficiencies and training initiatives. The Manager supports systems to enhance financial stability, encourage membership, and program expansion, and integrate processes that support effective development initiatives. The position supports system training, help desk functions, and ensures integration and integrity across platforms.

Core Competencies

Business First Mindset, Critical Thinking, Communication, Digital, Virtual, and Technical Proficiency, Learning and Innovation, Social Justice, and Inclusion.

Essential Functions and Responsibilities

- Interpret, communicate, and promote the Girl Scout mission, promise, and law to colleagues, volunteer leaders, members, and the community.
- Promote, foster, and support the Girl Scout's commitment to diversity, equity, inclusion, and justice in all people practices.

- Under the leadership of the Vice President of Business Operations, supports employee and volunteer-facing internal data reporting and management and member support services.
- Support initiatives pertaining to council operations and the enhancement of reporting efficiency, encompassing process automation and analytics projects.
- Assists data administration with all software systems, including CRM platforms (e.g., Salesforce), Volunteer Systems, Looker, and others as needed. This includes creating reporting efficiencies where needed.
- Contributes to comprehensive technology documentation, communication, and training for end users.
- Support membership and program initiatives related to retention, units, growth, and forecast analysis.
- Develop and implement processes to streamline product delivery processes.
- Regularly run and review data quality reports, investigate root causes of data issues, and implement corrective actions.
- Report data quality status and assist with training for new and existing staff, including data quality training.
- Serve as liaison to all departments for CRM questions/problems and assist with entry of branch program information as needed.
- Troubleshoot malfunctions and problems with member-facing operating systems.
- Support implementation of system enhancements and new systems.

This job description is a summary of this position, and other responsibilities may be assigned as needed. The Girl Scouts of the Commonwealth of Virginia reserves the right to review and modify this position as needed.

Experience and Requirements

Bachelor's degree in business systems or related areas preferred and a minimum of one year of related experience in business systems, data management, or operations required. Excellent analytical, communication, and relationship-building skills. Experience in training staff and creating reporting efficiencies is highly desirable. Ability to learn, understand, and apply modern technologies and data quality principles. Responds positively to change, embraces new practices, and helps others adapt.

Establishes rapport at all organizational levels, maintains open dialogue, and communicates effectively with diverse groups. Identifies and analyzes problems, implements solutions, and supports decisions with data and reasoning. Strong attention to detail. Ability to work in a team environment and maintain a positive demeanor.

End Result

The accurate and creative work of the Business Systems Manager achieves streamlined operations through optimized business systems, accurate data management, reliable reporting and forecasting tools, and enhanced training to advance the mission and goals of the Girl Scouts of the Commonwealth of Virginia.

Physical Requirements

Ability to sit and/ or stand and focus on work for extended periods, use a computer, telephone, and related business equipment. Must be able to communicate effectively with others. May require the ability to travel within the communities served and is susceptible to weather conditions prevalent at the time. Able to work mornings, evenings, and weekends as the work requires. Noise level is moderate. May be required to lift to twenty-five pounds.

The Girl Scouts of the Commonwealth of Virginia does not discriminate on the basis of race, color, creed, religion, gender, age, disability, national origin, citizenship, marital status, genetic information, sexual orientation, or any other legally protected status.