

What You'll Need

Leaders/Advisors

Moderator

Positions written on sticky notes

GSOFACT Whom to Call Directory

Answer Key

Time: 20-40 minutes

"Who Does What?"

Being a Leader/Advisor can be tough. It sometimes seems so overwhelming—how can one person possibly know and do everything? Of course, veterans know that the secret is recognizing that one person *can't* know and do everything. Surround yourself with the people who can help you find answers. Knowing who to contact at Girl Scouts of Connecticut Council will help you get your answers more quickly..



This game is basically designed to teach Leaders/Advisors "Who does what at GSOFACT." Sometimes volunteers will gravitate to one staff person, and assume that person is responsible for everything. Or sometimes a Leader/Advisor may underestimate how many people, things and/or events a person is responsible for. Use this game to help Leaders/Advisors understand the Council staff they work with, and the people who can help them.

Instructions:

Before the meeting, write the following positions on sticky notes:

- Membership and Marketing Manager
 - Director of Membership Services
 - Volunteer Services Manager
 - Registration
 - Product Sales Manager
 - Girl Program Director
 - Outdoor Program Director
- (You might add others depending on your particular concerns)

1. Give each person one sticky note (in a large Service Unit break into groups).
2. Each person (or group) should work alone. Give them 5 minutes to answer the following questions about the position:
 - Do you know the name of this person?
 - What are this person's main responsibilities?
3. After 5 minutes, go around the room, asking participants to share what their answers are to the above questions. If they need help, ask the audience. Make sure to correct any misinformation immediately, and add any missing facts.

Make sure to emphasize that many staff positions are not listed; there is simply not enough time to go through every position.

Questions? Comments?
Contact the Girl Scout
office nearest you.
1-800-922-2770
203-239-2922

www.gsofct.org

Build Your GSOFACT Support Team Answer Key

Please note: This is a brief overview of some staff responsibilities.

Director of Membership Services (DMS):

- Support Service Units in a particular geographic area; recruit and appoint Service Unit Managers, recruit and register girl and adult members; develop relationships with schools and other community organizations, process request for council approval on Troop Trips, handles Financial Assistance, resolve conflict, etc.

Staff person:

Carmen Richtarich, Senior Director of Membership Services
Joanna Zackery – Director of Membership, Hartford
Eva Colon – Director of Membership, Bridgeport and Waterbury
Kari Kaplan – Director of Membership, Torrington and Wilton
Kelly Chapman – Director of Membership, New Haven and Middletown
Carmen Richtarich – Interim Director of Membership, North Win

Membership and Marketing Managers (MMM):

- Support Service Units in a particular geographic area; recruit and register girl and adult members; maintain working knowledge of number and status of troop/groups, girl placement, meeting sites/times, and troop/group leader information; compile rosters of troops/volunteers, attend Service Unit meetings, etc.
 - Membership and Marketing Managers are assigned to each service unit statewide. Please introduce your Membership & Marketing Manager.

Volunteer Services and Customer Relations Department:

- Provide training across council, support volunteer trainers/facilitators, oversee creating of training schedule and courses for year, organize training events, respond to Service Unit training needs (in partnership with MMMs), etc.

Staff person:

Debbie Demetrius, Senior Director of Customer & Volunteer Relations
Jane Bielefield, Volunteer Services Manager
JoAnn Farrell, Customer Relations Coordinator

Product Sales Services:

- Coordinates Council Product Sales Program - Cookie and QSP sales; provides ongoing support to Service Unit Product Sales volunteers; develops training and supporting materials for each sale, etc.

Staff person:

Janet Ridenour – Senior Director of Program Services
Ann Nunn-Hacku – Product Sales Director, North Haven
Kristin Parks – Product Sales Manager, North Haven
Allison Mangles – Product Sales Manager, Bridgeport
Nancy Sherman – Product Sales Manager, Hartford

Girl Program Services :

- Provide programs across council for all program grade levels, supports program volunteers, oversee creating of program schedule and events for year, administers Bronze, Silver and Gold Awards, coordinates program in boxes and initiatives statewide, etc.

Staff person:

Linda Kalish – Director of Girl Program, North Haven
➤ The Program Services staff is located throughout the state. For a complete listing, please review GSOFACT's *Whom to Call Directory*.

Outdoor Program Services :

- Provide outdoor programs across council for all program grade levels, oversee day and resident camp and programs, etc.

Staff person:

Linda Bresky – Director of Outdoor Program, North Haven
➤ The Outdoor Program Services staff is located throughout the state. For a complete listing, please review GSOFACT's *Whom to Call Directory*.

**Names of staff members are current as of 9/2011.*