

Membership Screener – Membership Screening Team

GGC is seeking active members who are in good standing to work closely with the Membership Screening team by connecting with potential members at pivotal points during their membership screening. This position has a three-year term and the goal of improving the experience a potential member has during the screening process by expanding the support that is available.

Role responsibilities

- Conduct membership screening interviews following established processes and best practices, including completing and submitting the standard interview form.
- Complete outreach and provide support to potential members in completing mandatory membership screening steps.
- Help applicants feel excited about joining GGC and ready to start their volunteering journey.
- Work closely with the Membership Screening team to efficiently move potential members through the screening process.
- Provide exceptional customer service to potential members.
- Provide feedback and guidance where you see challenges in the membership screening process, specifically where potential members are getting stuck or not completing steps.

Logistics

- You'll be asked to provide your availability for the screening interview calendar in 1-month intervals. Screening interviews are scheduled no later than 11:59 PM ET the day before and you will receive an email notification for each interview booking and cancellation.
- You will work closely with the Membership Screening team on tasks outside of interviews that are designed to support potential members in completing the screening process.
- Selected individuals will participate in a robust orientation and training session to ensure comfort with assigned tasks.

Requirements for position

Successful candidates will have the following qualifications:

- Commitment to the mission and vision of Girl Guides of Canada –Guides du Canada
- A member of GGC in good standing
- A good understanding and knowledge of GGC
- Eager to support potential members through the process of joining GGC
- Experience or comfort on the phone and passionate about providing exceptional service
- Good time management, communication, active listening, and note taking skills
- Ability to commit to a three-year term and provide regular availability

What you'll get

- New skills to build your resume
- An in-depth understanding of GGC's screening process
- Experience conducting interviews and supporting individuals as they become members
- Fostering community and sisterhood – you already do this locally, and as a Screener, your reach will extend across Canada

Term

- This position is for three-years
- Approximately 10 hours per week; availability to be provided in 1-month intervals with flexibility to update as your schedule requires.

How to apply

Email your interest, your availability, and one reference (a current member of GGC) to screening@girlguides.ca.

