



Position title:	Troop Coach
Department:	Member Services
Status:	Full-Time, Hourly, Non-Exempt
Location:	AHG National Office, Cincinnati, OH
Reports to:	Member Services Managers
Works with:	National Staff, Volunteers, and Charter Organizations

Position Description

Exhibits Christ-like servant leadership while working with the AHG Staff and Volunteers. Coaches Volunteers and develops processes to assist Charter Organizations, Troop Coordinators and Unit Leaders to uniformly deliver the AHG program. Provides direct-service coaching and support to all Troops within assigned Zone (territory) through phone calls, emails, and prayer. Provides training as needed and creates resources to improve Volunteer satisfaction.

Specific Duties

- A. Serve as the main contact to Troop Volunteers and to the Charter Organization, assisting them in delivering the AHG Program with excellence.
- B. Contact each Troop regularly to ensure AHG ministry efficacy within the Troop setting.
- C. Organize and maintain a system of tracking and follow-up.
- D. Pray for and encourage new ministry starts, AHG Staff, Volunteers and Leadership.
- E. Create resources to improve Volunteer satisfaction.
- F. Create and maintain necessary records and reports for each Troop to ensure uniformity within the AHG ministry.
- G. Assist Troops through the Charter Renewal and Member Registration processes.
- H. Build relationships with Charter Organizations through the Charter Representative.
- I. Coach Troop Coordinators, Troop Board members (including the Charter Representative) and other Volunteers to resolve conflicts as they arise using Biblical conflict resolution models.
- J. Work closely with other Member Services Team members, having a functional knowledge of the responsibilities of the Troop Development Coach, New Troop Coach and Troop Coach roles.
- K. Use online database (AHGconnect) to review Troop trips, camps, Girl Level Awards, Adult Recognition Awards and National Honor Troop Awards.
- L. Provide AHG Volunteers with training to increase their awareness and understanding of the AHG Program.
- M. Educate Volunteers on the use of the member database system (AHGconnect) and other media delivered online.

- N. Assist and consult with the AHG National Training Department (by request) on the creation of Volunteer development materials for use by AHG ministry Volunteers.
- O. Log data and maintain files.
- P. Create processes designed to deliver intended results with excellence.
- Q. Participate in team, department and Staff meetings.
- R. Other duties as assigned.

Qualifications

- A. Passion for serving God in the AHG ministry.
- B. Agrees with and lives out AHG's Statement of Faith.
- C. Understanding of the AHG Program and the needs of a Volunteer.
- D. AHG Troop experience is preferred but not required.
- E. College degree is preferred, although not mandatory.
- F. Strong desire to make a difference and help others succeed.
- G. High level of integrity and confidentiality.
- H. Ability to train Volunteers and to challenge them to grow as Godly leaders.
- I. Strong conflict resolution skills, listening skills, and coaching skills.
- J. Excellent communication skills including telephone, written and verbal skills.
- K. Above-average skills in time management and organization, with attention to detail.
- L. Willingness to learn new concepts and to be coached.
- M. Intermediate knowledge of Microsoft Word, Excel, Power Point, Outlook and BCM.
- N. Ability to, on occasion, walk long distances and/or stand for long periods of time and lift up to 25 lbs.
- O. Professional demeanor in dress, behavior, attitude and loyalty to AHG.