



**girl scouts**  
of the missouri  
heartland

# GSMH Puts You First

As we continue to implement our new business model, the latest improvement is our staff redesign. This redesign places girls, parents, and volunteers at the center of everything we do. You, our valued customers, can expect improvements in customer service, response time, information availability, and so much more! Check out the new teams below.



## Our entire staff is here to support you!

Under our old staff design your primary contact was a single person, your membership marketing specialist. She was your resource for questions on most things Girl Scouts. If she was out of the office or in a meeting you could have a delay in getting the information you needed. With our staff redesign, you have teams of staff in place to get you the answers you need at initial contact. No waiting for one person to be available, we have a team ready and able to give you the information you need. **We are so excited to introduce you to your new team!**

## Customer Care Team

*The Customer Care Team provides general support to members, families, and the community. Their goal is to provide the information you need, when you need it! This team will be your first contact when you have questions.*

**Meet our new Customer Care Manager, Sherrey Young!** Sherrey has over six years' experience working with Girl Scouts and is based out of your Jefferson City Service Center. *"I am very excited to lead the Customer Care Team for GSMH. Our goal is to provide exceptional customer service to all our customers whether you walk into our office, call, or email. I believe in the power of every G.I.R.L. to conquer the world. Our team will have the tools and resources ready to answer your questions promptly and accurately."*

**Meet the rest of your new Customer Care Team!**

- **Heather Duncan**, Customer Care Coordinator
- **Carmen Birk**, Customer Care Assistant
- **Jenna Cue**, Customer Care Assistant
- **Sue Williams**, Customer Care Assistant
- **Chelsea Sanders**, Retail Coordinator
- **Rose Beck**, Retail Coordinator
- 1 Customer Care Assistant Vacancy

## Recruiting Team

*The Recruitment Team is responsible for recruitment of girls and adults for membership growth. The Outside Recruitment Team attends open houses, holds recruitment events, and is out in the community spreading the word about Girl Scouts. The Inside Recruitment Team guides girls and adults through the process of becoming Girl Scouts from the point of initial interest to placing girls and adults into troops.*

**Meet our new Recruiting Manager, Kara Glaus!** Kara brings 14 years of Girl Scout experience to this new role. Kara is based out of your Dexter Service Center. *"Girl Scouting is a place where girls of all different races, backgrounds, and cultures can come to dream, believe, and achieve together. GSMH is an organization where girls have the freedom to give their dreams wings."*

**Meet the rest of your new Recruiting Team!**

- **Amanda Hilton**, Outside Recruiting Specialist
- **Carina Kagan**, Outside Recruiting Specialist
- **Heather Bohannon**, Outside Recruiting Specialist
- **Kendal Bengsch**, Outside Recruiting Specialist
- **Aarika Cox**, Inside Recruiting Specialist
- **Laura Lane**, Inside Recruiting Specialist
- **Kerissa Albritton**, Volunteer Screening Coordinator
- 2 Outside Recruiting Specialist Vacancies
- 4 Inside Recruiting Specialist Vacancies

## Girl Experience Team

*The Girl Experience Team develops and implements amazing opportunities for girls! This team will oversee council events, outdoor program, resident camp, travel opportunities, product program, and highest awards.*

**Meet our new Girl Experience Manager, Carolyn Imhoff!** Carolyn brings 31 years of Girl Scout knowledge and experience to this team. She is based out of your Jefferson City Service Center. *"Girl Scouts provides girls opportunities to try things they never would be able to do in their everyday life. We are excited to continue providing opportunities to girls to try new things, go new places, learn life skills, and create amazing memories!"*

**Meet the rest of your new Girl Experience Team!**

- **Beth Seabaugh**, Girl Experience Specialist
- **Erica Bisig**, Girl Experience Specialist
- **Karen Taylor**, Girl Experience Specialist
- **Melisabeth Johnston**, Girl Experience Specialist
- **Melody Hutchison**, Outdoor Program Specialist
- 1 Girl Experience Specialist Vacancy

## Volunteer Engagement Team

*The Volunteer Engagement Team is the direct link for troop leaders! They help you plan your Girl Scout year and provide guidance for leader training, Girl Scout Journeys and badges, troop activities, the Volunteer Toolkit (VTK), and Early Bird membership renewal.*

**Meet our new Volunteer Engagement Manager, Stefanie McCall!** Stefanie has over 23 years of Girl Scout experience. She is based out of your Springfield Service Center. *"Volunteers are so important because without them, girls would not be able to experience all of the wonderful things that Girl Scouting has to offer. I am so excited to be able to lead the team to offer support and guidance to our troop leaders to help them give girls the best experience possible."*

**Meet the rest of your new Volunteer Engagement Team!**

- **Corrinda Calhoun-McShan**, Volunteer Engagement Specialist
- **Erin Schloss**, Volunteer Engagement Specialist
- **Heather Mize**, Volunteer Engagement Specialist
- **Ida Piper**, Volunteer Engagement Specialist
- **Jessica Hawkins**, Volunteer Engagement Specialist
- **Julie Wall**, Volunteer Engagement Specialist
- **Rachel Grewe**, Volunteer Engagement Specialist
- **Sheena Phillips**, Volunteer Engagement Specialist