

## POSITION DESCRIPTION: SERVICE UNIT COOKIE MANAGER

### You Can Do It!

You are passionate about the success of the world's largest girl-led business. As part of the service unit team, you offer encouraging support to troop volunteers throughout the Cookie Program. You also empower volunteers to guide girls through a successful cookie experience that will help girls learn about the 5 Skills, be resourceful, and develop their own entrepreneurial abilities.

### Your Commitment

Upon successfully completing a one-year appointment, you will have the option to renew your role upon mutual agreement between yourself and council staff.

### Your Support System

You'll be supported by a combination of staff and volunteers, including members of the service unit team, product sales team, and customer care team.

## Success Looks Like

- ⇒ Being an active member of the service unit team and assisting with establishing and implementing service unit goals with the support of the service unit manager, other team members, and volunteer support specialists
- ⇒ Being a positive role model when representing Girl Scouts in the community or with other members
- ⇒ Creating a welcoming and inclusive atmosphere by encouraging and supporting all Girl Scout members
- ⇒ Encouraging troops to participate in the Cookie Program by distributing program materials and promoting how girls benefit from the experience
- ⇒ Conducting training for troop cookie volunteers in the service unit and ensuring troops receive cookie materials in a timely manner
- ⇒ Ensuring all Girl Scout troop cookie managers and troop leaders understand how communication is shared between council, the service unit team, and troops
- ⇒ Serving as a liaison between Girl Scout troops and council staff regarding assistance with Cookie Program needs
- ⇒ Providing timely support and guidance to troop cookie managers in regards to ordering cookies and recognitions on e-Budde and verifying in e-Budde that troops have paid their balance to council. Contact troops if payments have not made
- ⇒ Ensuring all troops receive recognitions in a timely manner and providing guidance on correcting any issues related to recognitions
- ⇒ Organizing the delivery and distribution of cookies by securing a delivery station and coordinating with Girl Scout troops the pick up of cookies in a timely manner
- ⇒ Organizing local cookie booth opportunities within the service unit territory or collaborate with a volunteer who agrees to take on the responsibility of coordinating local cookie booths
- ⇒ Maintaining records such as signed troop cookie manager agreements and signed receipts for cookies during the current Cookie Program
- ⇒ Signing the service unit cookie manager agreement and submitting it to council in a timely manner

# The Essentials

- ⇒ Be a registered adult member of Girl Scouts
- ⇒ Be an approved volunteer in good standing
- ⇒ Support the Girl Scout mission, Promise, and Law
- ⇒ Support policies, procedures, and guidelines of GSUSA and council
- ⇒ Strong understanding of the National Program Portfolio and the Girl Scout Leadership Experience
- ⇒ Strong understanding of the 5 business skills girls gain from the product sale programs
- ⇒ Complete training for the position as assigned
- ⇒ Strong communication skills to express ideas and facts clearly and accurately
- ⇒ Be proficient and responsive in using email and other relevant technology
- ⇒ Be proficient in using the current Cookie Program online system

