

Volunteer Position Description

Service Unit Product Manager

Position Summary:

The **service unit product manager (SUPM)** oversees all facets of the service unit (SU) product sale programs – fall product and/or cookies.

Responsibilities:

- Collaborates with the service unit manager (SUM), troop product managers (fall and/or cookie) and Girl Scouts of Western Washington (GSWW) product managers.
- Schedules and organizes training workshops for troop product managers and be available to answer questions and mentor troops.
- Maintain accurate SU product records using the product company's online website. Review all troop contact information, troop orders for products and youth incentives for accuracy and completeness.
- Manage the SU product delivery securing a site and using written receipts. Be financially responsible for all products until they are receipted to a troop product manager or to a caregiver of an individually registered member (IRM).
- Maintain regular communication with troop product managers and caregivers of IRMs to ensure that bank deposits are made frequently. Also, assist with any questions.
- Maintain regular communication with council staff regarding problems and sale updates.
- Review the online website for all troops in the SU to ensure that all deposits are recorded.
- Collect all troop/IRM envelopes that contain final sales reports, bank deposit slips, outstanding debt reports, and youth receipts. Review envelopes for accuracy and completeness and forward to GSWW by specified deadlines.
- Complete any necessary SU paperwork and forward to GSWW by specified deadlines.
- Distribute incentive items to troops/IRMs in a timely manner.
- Agree to be guided by the Girl Scout Mission, Promise and Law, and the procedures and guidelines of GSWW and Girl Scouts of the USA.
- Create a welcoming atmosphere for youth and adults from all different social, cultural, ethnic, and economic backgrounds.
- Maintain GSWW confidentiality standards.

Qualifications:

- **Required Training:** Complete SUPM trainings.
- **Experience:** Good math and accounting skills. Ability to schedule product delivery, review troop input into the product provider's website (nut system or eBudde), and meet deadlines.
- **Leadership Skills:** Demonstrate leadership and decision-making skills, able to work collaboratively with adults. Incorporate effective and fair conflict resolution skills. Commitment to inclusion regardless of race, ethnicity, physical or mental differences, geographic location, socioeconomic status, educational background or any other difference. Respect diverse viewpoints and willingness to engage in discussion.
- **Computer Skills:** Ability to use email and internet. Ability to effectively navigate the online product provider website (nut system or eBudde) used for sale data.
- **Other Requirements include:**
 - Must be 21 years or older.
 - Become a registered member of Girl Scouts.
 - Complete required volunteer application process by submitting volunteer application, criminal background check.
 - Ability and willingness to meet the time commitments of planning, paperwork reviews, SU team meetings, monthly local volunteer/leader meetings, and trainings.

Time Commitment:

Fall Product: 2-5 hours weekly during the order/delivery period. SUPM training is an additional 3 hours.

Cookie Program: 14-21 hours weekly during the direct cookie sale period (February-March). Additional time varies; October (training) until May (incentives) however the majority of the responsibilities are concentrated from November through March.

Reports To:

- Staff product program manager.
- Volunteer SUM.

Marketable Skills:

- Social media, database management
- Public speaking
- Public relations
- Accounting and reconciliation
- Communication
- Training
- Leadership
- Detail-oriented