

Service Unit Product Manager Position Description and Agreement 2022 – 2023 Fall Product and Cookie Programs

POSITION PURPOSE

An important role, which directs and implements product program strategies and serves as support to Troop Product Managers by working closely with Council Product Program staff. This volunteer position is appointed by Service Unit Director and Council Volunteer staff. This position is accountable to the Service Unit Director and Council Product Program staff for a one-year term (July 1 – June 30).

CULTURAL EXPECTATIONS: BE EPIC

- Empathy – Shows concern for the needs of others. Takes time with people. Open & warm. Good Listener
- Possibility Thinking – Openly shows enthusiasm. Takes on challenging tasks. Explores alternatives before acting. Works for the sense of accomplishment.
- Innovation – Knows the business. Thinks in unique and independent ways. Resists conformity. Communicates ideas effectively. Learns from smart risk taking and failure. Pursues a standard of excellence.
- Courageous Leadership – Maintains personal integrity. Resolves conflicts constructively. Helps others to grow and develop. Involves others in decisions affecting them.

QUALIFICATIONS:

- Must be in good standing with Girl Scouts – Diamonds of Arkansas, Oklahoma and Texas
- Should be a registered adult member of Girl Scouts of the United States of America (GSUSA)
- Accepts and adheres to the purpose and principles of the Girl Scout movement and the goals of GSUSA and the Girl Scouts-Diamonds Council and has a clear understanding of the responsibilities of the Service Unit Product Manger position
- Must have the ability to access the internet and communicate via e-mail
- Has the ability to account for the safety of all products and monies received by the Service Unit, troops and or groups
- Possesses financial integrity and the ability to keep accurate and organized records and agreements (2 year rotation)
- Adheres to program dates and meets deadlines

RESPONSIBILITIES

Training:

- Attends required Service Unit Summit, Service Unit Fall Product and Service Unit Cookie Manager trainings
- Reads and understand information included in volunteer essentials, product program guides and online resources

Communication:

- Reads product manuals, eBudde emails, M2OS emails, and emails from your product program representatives
- Communicates Product Program rules to Troops and girls as written in the Council Product Program guides
- Believes in the mission of Girl Scouts – Diamonds and does not publicly air grievances against Girl Scouts – Diamonds, other volunteers, staff, parents or girls

Troop Liaison:

- First point of contact for all troops within designated service area
- Delivers in-person/hands-on trainings for troop product managers in designated service area and ensures that all Troop Product Managers are trained in all aspects of both product programs (Cookies and Fall Product) regardless of intent to participate.
- Distributes product program materials, product and girl/troop rewards in a timely manner
- Schedules and coordinates product delivery locations and distribution schedule for troops
- Uploads all booth information to eBudde or ensures that troops have entered all booths into eBudde
- Partners with Service Unit Treasurer and Troop Finance Liaison to see that all funds have been deposited in troop accounts
- Collects Troop Product Manager Agreements from each participating Troop and files accordingly
- Provides equal participation opportunity for both Cookie and Fall Product programming for all girls in the Service Unit
- Does not engage or threaten other parents or volunteers or engage in public or private contentious disputes.

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Troop Management:

- Should be proficient in M2OS, eBudde, and Digital Order Card (DOC) (the fall product and cookie inventory management systems) and monitor all troops within your service unit to ensure that they:
 - have entered necessary information into the systems mentioned above
 - providing updated contact information to the service unit and the appropriate council staff
 - are properly managing troop inventory, both with respect to the initial inventory order and redistribution among girls throughout the sale
 - have properly allocated cookies to girls and submitted girl rewards on time
 - have submitted parent debt reports (if necessary)
- Facilitate movement of inventory among the troops in designated service area to minimize overages
- Helps to ensure that the Product Programs are a fun and positive experience for everyone

Service Unit Product Manager Agreement:

Initial Here	Agreement Terms and Conditions
	1. I have read the Service Unit Product Manager Volunteer Position description above and agree to accept this volunteer position and to fulfill it to the best of my ability. In the event I am unable to do so, I will immediately notify Product Program staff and give them all records pertaining to the Cookie and Fall Product program and all monies that has not been deposited.
	2. I understand I am responsible for all products and money I receive, and products accepted by the Service Unit become the property of the Service Unit, unless otherwise transferred with receipt to troops, and are not returnable to the council.
	3. I understand that I must be in good financial standing with Girl Scouts – Diamonds to accept the role of Service unit Product Manager. Should I accept this role without being in good standing, I understand that I may be legally responsible for any debt incurred by the Service Unit and subject to legal action.
	4. I agree to make sure I have received a Troop Product Manager Agreement for all troops selling for both Cookies and Fall Product.
	5. I agree to use receipts for all products and monies given to and or received from each volunteer or parent during the Cookie and Fall Product program.
	6. I agree to not give program materials (order cards, etc) to volunteers or parents on the No Sell List, not in good financial standing with Girl Scouts - Diamonds. I understand if I do give program materials to families not in good financial standing that I may be held liable for these funds.
	7. I agree to provide training to ALL troop leaders in my Service Unit for both Fall Product and Cookies regardless of their intent to participate.
	8. I agree to ensure that all booth locations for my Service Unit are uploaded into eBudde and work with Product Program staff to ensure that all girls regardless of location have equal opportunity in the Cookie and Fall Product Program.
	9. I understand that I may be held legally accountable for any missing/stolen funds and/or products – including those products that I have allowed another parent or volunteer to store for me without receipt.
	10. I agree to use receipts for all products, rewards and monies given to and/or received from each volunteer, parent or girl during the Cookie and Fall Product Program.
	11. I agree to not engage in public social media disagreements or involve myself in contentious arguments with other volunteers, parents, girls or customers – but I will instead consult with Product Program staff directly when disagreements cannot be settled through private and amicable communication.

Further, by signing this agreement I authorize the Girl Scouts – Diamonds of Arkansas, Oklahoma and Texas to conduct a criminal record search if necessary. I understand and agree to the terms of the position as stated above. I understand that should I not follow the Terms and Conditions as written above, I may be asked to step down from the Service Unit Product Manager Role.

 SU Product Manager or SU Director Full Name (please print)

 Date

 SU Product Manager or SU Director Signature

 Service Unit Name