

Service Unit Product Manager Position Description and Agreement 2023 – 2024 Fall Product and Cookie Programs

POSITION PURPOSE

The role of Service Unit Product Manager (SUPM) is an important role within a service area that 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.

ACCOUNTABILITY

This position is accountable to the Service Unit, troops/groups, youth members, volunteers, and council staff. This position is appointed for a one-year term (July 1 – June 30) and reappointment of this role is reviewed and determined by council staff

QUALIFICATIONS:

- Must be in good standing with Girl Scouts – Diamonds of Arkansas, Oklahoma, and Texas
- Must be a registered adult member of Girl Scouts of the United States of America (GSUSA) and have a Criminal Background Check on file at the council
- Accepts and adheres to the purpose and principles of the Girl Scout movement and promotes the goals of GSUSA and the Girl Scouts-Diamonds Council
- Accepts and adheres to GSUSA and the Girl Scouts – Diamonds council's policies and procedures
- Must have the access and ability to utilize technology and be responsive to communications via e-mail and/or phone
- Has the ability to account for the safety of all products and monies received by the Service Unit, troops/groups, and youth members
- Possesses financial integrity and the ability to keep accurate and organized records and agreements (2-year rotation)
- Has the commitment and the time needed to perform the duties of the Service Unit Product Manager

RESPONSIBILITIES

Training:

- Attends required Service Unit Summit, Service Unit Fall Product, and Service Unit Cookie training for SUPMs
- Reads and understands information included in Volunteer Essentials, Safety Activity Checkpoints, Product Program guides, Girl Scouts – Diamonds Policies and Procedures, and online resources

Communication:

- Reads product program guides, Smart Cookies emails, M2OS emails, and emails from your product program representatives.
- Communicates product program rules to troops and youth members 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, caregivers, or youth members, but follows the council-established conflict resolution process

Troop Liaison:

- First point of contact for all troops within the designated service area
- Delivers in-person/hands-on training for troop product managers in designated service areas 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 rewards in a timely manner
- Schedules and coordinates product delivery locations and distribution schedules for troops
- Uploads all booth information to Smart Cookies or ensures that troops have entered all booths into Smart Cookies
- 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 youth members in the Service Unit

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Troop Management:

- Should be proficient in M2OS, Smart Cookies, and Digital Cookie (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
 - Provide 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 Girl Scouts throughout the sale
 - have properly allocated cookies to Girl Scouts and submitted reward orders on time
 - have submitted Caregiver Outstanding Balance Forms on time (if necessary)
- Facilitate movement of inventory among the troops in designated service areas 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 |
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| | 1. I have read the Service Unit Product Manager Volunteer Position description above and agree to accept this volunteer position and 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 have 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/caregivers, 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 participating in the Fall Product and Cookie Programs. |
| | 5. I agree to not give program materials (order cards, etc) to volunteers or caregivers 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. |
| | 6. 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. |
| | 7. I agree to ensure that all booth locations for my Service Unit are uploaded into Smart Cookies and work with Product Program staff to ensure that all Girl Scouts regardless of location have equal opportunity in the Cookie and Fall Product Program. |
| | 8. 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 caregiver or volunteer to store for me without a receipt. |
| | 9. I agree to use receipts for all products, rewards, and monies given to and/or received from each volunteer, caregiver, or Girl Scout during the Cookie and Fall Product Program. |
| | 10. I agree to not engage in public social media disagreements or involve myself in contentious arguments with other volunteers, caregivers, Girl Scouts, 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 meet or follow the qualifications and responsibilities as written above, I may be asked to step down from the Service Unit Product Manager Role.

Service Unit Product Manager Full Name

Date

Service Unit Product Manager Signature

Service Unit Name