



# Girl Scout Adult Volunteer Position Description 7/10

## Service Unit Product Manager

### SUMMARY

The Cookie Sale Program Service Unit Product Manager promotes and coordinates the annual council Cookie Sale Program within a Girl Scout service unit.

### PARTNERS WITH

- Troop Leaders
- Service Unit Director
- Product Sales Director

### SUPPORTED BY

- Troop Leaders
- Service Unit Director
- Product Sales Director
- Regional Membership Manager

### RESPONSIBILITIES

- Be a registered Girl Scout.
- Attend training prior to the sale.
- Reserve, set-up and monitor delivery station.
- Work with the Service Unit Registrar and Regional Membership Manager to ensure troops are registered prior to the sale.
- Receive troop materials, train Troop Product Managers (TPM) and distribute materials.
- Successfully meet council product sale timelines, monitor service unit order online, approve/commit cookie recognition orders, work with TPM on changes to orders when appropriate.
- Accept delivery of the service unit product order at the delivery station. Product order must be verified and signed for.
- Manage the delivery of products to the TPM.
- Inform the Product Sales Director immediately of any delivery issues or problems.
- Collect council payment from TPM.
- Assist council representatives with the collection of non-payments.
- Receive recognitions and distribute recognition orders to the TPM.
- Evaluate the sale and make recommendations for the following year.

### CORE COMPETENCIES

- **Girl Focus:** Helps girls set realistic, clearly defined goals/objectives to experience the New Girl Scout Leadership experience and achieve outcomes via Discover, Connect and Take Action
- **Adaptability:** Adjusts and modifies own behavior, and remains flexible and tolerant in response to changing situations and environments
- **Fostering Diversity:** Understands differences and embraces differences
- **Oral Communication:** Expresses ideas clearly and concisely
- **Personal Integrity:** Demonstrates honesty, credibility and dependability
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I understand and agree to the responsibilities and competencies of this position.  
Print name below signature.

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Signature

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Date

## Service Unit Product Manager Financial Responsibility

Girl Scout parents/guardians and all volunteers who handle funds are expected to be accountable for forwarding the proceeds from the sale of products to the Council. Girl Scouts of Eastern Iowa and Western Illinois reserves the right to use whatever means deemed as necessary to insure proper collection of funds. Following contact by Council representatives, the account will be turned over to a collection agency or the courts for action.

If a service unit is unable to collect money from a troop, the Service Unit Product Manager should keep a record of all contact attempting a resolution, and contact the Product Sales Director. If further assistance becomes necessary, you must complete a Problem Collection Form and attach the signed TPM Financial Responsibility statement with documentation of amount due.

In cases of theft, a report must be filed with the local police department and we would expect the loss to be covered by personal insurance. If so, additional time will be allowed to collect from the insurance company. If not covered by insurance or documented with a police report, payment in full is expected at the time proceeds are due; however, payment arrangements can be made. Contact the Product Sales Director for further information or assistance.

By signing below, I understand and accept the responsibilities associated with performing the duties of the Service Unit Product Manager for my service unit #\_\_\_\_\_ and accept the financial responsibility associated with it. I will attend training on a yearly basis and adhere to the timelines and procedures set forth by the Council. At any time during the Girl Scout year, I understand that if I do not follow these procedures I may be removed from my position as Service Unit Product Manager.

Print Name: \_\_\_\_\_

Service Unit #: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_