



All About Service Units

Quick answers to your basic questions about Girl Scout service units.

What is a service unit?

Our council is big—90,000 square miles BIG—so in order to give you the very best Girl Scout experience, our council is apportioned into volunteer-led geographic areas called service units. The volunteers who help guide and support the activities of the service unit are called the service team.

What is a service team?

A service team is a committee of volunteers working together in a geographic area providing support to troop leaders and individually registered girls (called Juliettes). The team's key responsibilities include supporting and guiding local volunteers, communicating information to troops, implementing local events, recruiting and retaining girl and adult members and promoting the mission of Girl Scouts within their community. The service team adds value and strength to support the entire service unit. It ensures the delivery of the Girl Scout Leadership Experience to girls.

How are service teams organized?

Service teams can be organized in a couple of different ways. The first is known as a **standard service team**. In a standard service team, the service team volunteers support the troops, volunteers, and girls in their area. Service team roles include:

- **Manager:** Oversees and supports the work of the team.
- **Membership growth manager:** Creates visibility for Girl Scouts in the service unit area and has the focus on recruitment.
- **Volunteer mentor:** Serves as the liaison for new volunteers to help make their Girl Scout experience fun, helpful, and engaging.
- **Data specialist:** Serves as the first point of contact for troop leaders and individuals regarding membership registration, renewal, and provides data support for the team.
- **Treasurer:** Ensures the financial health of the service unit and troops.
- **Travel coordinator:** Supports and coaches girls and volunteers as they plan and participate in travel opportunities.

- Girl experience mentor: Develops quality Girl Scout events and supports girls and troops as they plan and participate in events.
- Product manager: Leads and supports service unit participation in the Fall Product Program and the Girl Scout Cookie Program.

Another way a service team can be organized is as an **integrated service team**. In an integrated service team there are fewer service team members and, typically, fewer troops to support. The service team divides the roles listed above to ensure all parts of administrative support are covered. This type of service team does not require a high level of staff support—the service team and troop leaders support team work within the service unit.

Additionally, a service team can be organized as a **direct service team**. In a direct service team, there are few or no service team members. The team is unable to support all administrative volunteer parts of a service team and there is a high level of staff support needed to process paperwork and support troop leaders. Volunteers in the service unit may come together periodically for various activities such as the Girl Scout Cookie Program.

How you can help your service team make Girl Scouting GREAT in your community:

Attend your service unit's volunteer meetings! All volunteers and caregivers are encouraged to attend these meetings each month to see what's going on in their area, network and get support from other volunteers, and learn how they can be of help to the service unit. When help is requested for an event, raise your hand! While our council's service teams are mighty, they will be strongest and most effective if they have your support.

You can also make a difference by being a member of the service team! There are lots of skills needed to support the work of the team—whether you're a bookkeeper, event planner, administrator, educator, and beyond—your skills are needed by the volunteers and girls in your community. You don't have to be a troop leader or longtime volunteer to be a valuable member of the team. Contact us at answers@girlscoutsosw.org to learn more!

What is my service unit number?

Need help verifying which service unit you belong to? Contact us at answers@girlscoutsosw.org for help!

Contact your service team:

Need to reach a member of your service team? We can help with that, too! Email us at answers@girlscoutsosw.org for more information.