

## Volunteer Position Description

<b>Position Title:</b> Service Unit Product Manager (SUPM)	<b>Position Type:</b> Service Team Member
<b>Position Term:</b> 1 Year (September 1 - August 31)	<b>Staff Liaison:</b> Product Program Specialist

Girl Scout volunteers help craft girl experiences—from the way they run their cookie businesses to the way they speak up in meetings. Volunteers teach girls new skills and help them find the confidence they need to bring their unique ideas to life and make changes that they never thought possible. And as they help girls learn, grow, and lead, volunteers have the support of their local Girl Scout community: the service unit team. You can be that support! Volunteer with your service team to help set up volunteers for success and growth—honing your own leadership and organizational skills along the way. It's a win-win!

**Mission:** Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

### Core Values:

- **Girl Focus:** Helps girls set realistic, clearly defined goals/objectives to experience the Girl Scout Leadership Experience and achieve outcomes via Discover, Connect, and Take Action.
- **Adaptability:** Adjusts, modifies one's own behavior, and remains flexible and tolerant in response to changing situations and environments, unexpected obstacles, or diverse people expressing different perspectives, needs, or demands. Maintains a sense of humor, emotional composure, and objectivity under pressure, ambiguity, or opposition.
- **Fostering Equity:** Understands that individuals bring different experiences to Girl Scouts and embraces those differences. Actively seeks to be inclusive of every girl wishing to participate in Girl Scouts.
- **Oral Communication:** Expresses ideas and facts clearly, concisely, and accurately.
- **Personal Integrity:** Demonstrates dependability, honesty, and credibility. Serves as a role model for ethical business practices.

### Qualifications:

- Be a registered member of Girl Scouts of the USA (GSUSA) and successfully complete the volunteer appointment process, including completing and passing a background check.
- Agree to and be guided in all actions by the Girl Scout mission, Promise, and Law.
- Working knowledge of and comply with the current Girl Scouts of Oregon and Southwest Washington (GSOSW) *Council Volunteer Policies and Procedures* as well as GSOSW and GSUSA guidelines.
- Complete the current troop leader onboarding requirements (available online and in-person). Day Trips, Indoor Overnights, and Extended Travel training are strongly recommended.
- Access to a computer, reliable internet, email, phone, as well as basic knowledge of the Microsoft and Google suites of programs.

**Position Summary:** The service unit product manager (SUPM) position manages their community's participation in council sponsored product programs, including the Girl Scout Cookie Program and the Fall Product Program. This position provides the training, guidance, and support troop volunteers need to engage their girls in a successful program focused on Girl Scouts building key leadership and entrepreneurial skills.

**Term of Appointment:** The service unit product manager is appointed for a one-year term (September 1 - August 31) that is renewable upon completion of an evaluation process.

**Time Commitment:** The service unit product manager will spend several hours per month attending monthly service unit team and volunteer meetings to plan and support local activities. In general, non-peak seasons require 30 minutes to two hours per week to conduct service unit business. Peak seasons do require additional time spent (five to ten hours per week), commensurate with the service unit size.

**Training and Supervision:** Training is guided by the GSOSW staff and is required prior to official appointment to the position. The staff liaison is a GSOSW Product Program Specialist.

**Location:** The service unit manager must be located within the geographical boundaries of the service unit they support, with some local travel for service unit events and occasional long-distance travel for Girl Scout events.

**Primary Responsibilities:**

- Attend council-run product program training sessions (typically in August and November).
- Plan and facilitate training sessions for troop volunteers and adults supporting Girl Scout Juliette members (individually registered members) for the Fall Product Program and the Girl Scout Cookie Program in order to prepare them to support their troop or girl's participation successfully.
- Collaborate with other service team members to ensure as many troops and Girl Scout Juliettes are eligible to participate in programs, and meet deadlines for participation.
- Set up all eligible Girl Scouts for participation within the product program's proprietary software.
- Coordinate product ordering, inventory, and warehousing during product programs.
- Aid volunteers in money handling, account reconciliation, and fund transfer guidelines.
- Provide technical support for volunteers pertaining to the product program's proprietary software.
- Becoming familiar with Girl Scout resources such as *Volunteer Essentials* and *GSOSW Council Volunteer Policies and Procedures*.

**Position Competencies:**

- Effective communication skills across a wide variety of needs, abilities, and communication styles.
- Willingness to train and present to a group using flexible training methods.
- Exceptional organizational skills.
- Confident decision-making and problem-solving skills.
- Internal and external customer service focus with an emphasis on making the best decision for girls.
- Ability and willingness to delegate and share responsibilities and duties with team members.
- Comfortable with conflict management and resolution.
- Moderate-to-high level of tech and logistical skills.

**Work Conditions:**

- Indoor environment – 65%
- Outdoor events – 35%
- Travel to other locations – 15%
- Use of computer, phone, and other office equipment – 75%

**Physical Requirements:**

- Standing – 10%
- Walking – 15%
- Sitting – 75%
- Use of Computer – 75%
- Lifting up to 25 pounds – 5%
- Reaching above shoulder level – 5%
- Driving – 15%

Reasonable accommodations may be made for volunteers unable to meet all the requirements of this position. Connect with your position liaison to request an accommodation.

**Volunteer Acknowledgement:** Please review and sign the *Volunteer Agreement Form* upon appointment to your position.