

Volunteer Role Description

Cookie Product Program Coordinator

Accountable to: Service Unit Manager (SUM) & Council Product Program Managers
Classification: Voluntary, unpaid position

Position Summary:

To manage and coordinate the service unit Cookie Program including training, product delivery, booth program, and distribution of youth recognitions. Work with volunteers and caregivers to encourage troops to participate in the cookie program. Chief Operating Officer, Product Program Staff, and service unit volunteers and troops.

Essential Duties & Responsibilities:

- Attend Cookie Program kick-off training provided by GSSNE. If you are unable to attend, one-on-one training with the Council Product Program Team will be scheduled.
- Provide Cookie Program training for service unit Troop Leaders and Troop Cookie Managers with a focus on GSUSA safety guidelines, Council procedures, program activities, goal setting, customer service, etiquette, etc.
- Distribute, collect, and keep (until 9/30 of the membership year) all signed Troop Cookie Manager Agreements prior to distributing the cookie materials to troops.
- Train/educate leaders to check their My GS roster and only give cookie materials to Girl Scouts with current memberships.
- Distribute Cookie Program materials to Troop Cookie Managers (TCMs).
- Maintain regular, personal contact with TCMs and offer support throughout the program; mentor new TCMs as necessary.
- Check all troop orders for accuracy using Smart Cookies throughout the program.
- Arrange product delivery with Council staff and schedule troop pick-ups.
- Count, sign, and issue receipts signed by both parties for all transactions including delivery and pick-ups (may appoint Delivery Chair). Troop volunteer keeps troop receipts and SU PPCs keep all SU receipts.
- Coordinate booths in accordance with GSSNE guidelines (may appoint Booth Chair).
- Coordinate distribution of recognitions to troops within 30 days of receiving them.
- Adhere to all GSSNE deadlines as outlined in the Service Unit Cookie Program Guide.
- Monitor cookie inventory in service unit/troops. Cookies are NOT returnable to Council.
- Collect cookie money in a timely fashion; make bank deposits on a regular and timely basis and maintain all financial records including all receipts signed by two parties until September 30, 2025.

- Comply with all GSUSA and GSSNE policies and procedures, including Volunteer Essentials, and recognize, understand, accept, and support all GSSNE goals and objectives, including the Diversity Equity and Inclusion Statement. ¹

Time Commitment

January through March is the most concentrated time commitment. Final responsibility is ensuring collection of troop balances to Council and distribution of girl recognitions in May/June.

Requirements and Qualifications:

- Present a positive image of Girl Scouts to youth, volunteers, and the public/community at large by being guided by the Girl Scout Mission and Promise & Law in all actions, at all times.
- Be a registered member of GSSNE with current and applicable background check(s) conducted through GSSNE.
- MUST have reliable communication pathways, to computer, internet and phone.
- Have demonstrated the successful ability to handle a wide range of sensitive and confidential issues and communicate effectively with diverse groups.
- Must have strong attention to detail, be well organized, and be able to maintain accurate records.
- Willingly accept constructive feedback, seek developmental opportunities, and energetically and confidently possess a drive to achieve Council goals.
- Willingness to follow through, meet deadlines, and be accessible to volunteers, troops, and Council is essential.
- Possess a strong desire to motivate and support Girl Scouts, parents/caregivers and troops participating in the Cookie Program is a must.
- Express ideas and facts in a clear, understandable, and professional manner appropriate for the individual or group; listen to and comprehend what others are saying.
- Practice autonomy to assess own skills and abilities while identifying areas for improvement.

GSSNE Offers:

- Access to professional development and network opportunities
- Access to Girl Scout-specific training
- Personal assistance to throughout the product program

¹ GSSNE is committed to achieve pluralism through respect for and appreciation of the religious, racial, ethnic, social, and economic diversity of this Country by reflecting that diversity in its membership, leadership, and programming. We believe this commitment is an integral part of all that we do as an organization. Only individuals willing to accept the basic tenet that Girl Scouting is for all girls may serve in volunteer leadership.