

Volunteer Role Description

2024-25 Fall Product Program Coordinator

Please complete on or before: August 30, 2024

Accountable to: Service Unit Manager (SUM) & Council Product Program Team

Classification: Voluntary, unpaid position

Position Summary:

To manage and coordinate the service unit's Fall Product Program including training, collection of orders and payments, product delivery, and distribution of youth rewards. Work with volunteers and caregivers to encourage troops to participate in the fall product program. Act as the key liaison between the Council product program team and service unit volunteers and troops.

Essential Duties & Responsibilities:

- Attend the 2024 Fall Product Program training provided by GSSNE. If unable to attend, attend a separate training with the product program team.
- Verify ALL volunteers are registered for the 2024-2025 membership year through [Looker](#).
- Provide Fall Product Program training for troop leaders and troop fall product managers in the service unit. Distribute paper materials to troops.
- Verify all troops have at least 2 signed Troop Fall Product Program Manager Agreements prior to distributing the paperwork. Agreements are completed online; a link will be emailed to PPCs following the Kick-off training. Paper forms are also available; a PDF will be included with the email.
- Adhere to all GSSNE deadlines as outlined in the 2024 SU Fall Product Program Guide.
- Maintain regular, personal contact with troop volunteers and offer support throughout the program; mentor new troops and volunteers as necessary.
- Review all troop orders for accuracy. Look for any "odd" numbers that could be wrong (too big or too small).
- Collect fall product program money at the time of order turn in.
- 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.
- Maintain all financial records and receipts until September 30, 2025.
- Coordinate distribution of rewards to troops when they are received. If anything is missing or damaged, contact CustomerCare@gssne.org as soon as possible.
- 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:

August to December. Order/payment turn-in in October and product distribution in November are the most concentrated time commitments

Requirements and Qualifications:

- Time Commitment is August to December. Order/payment turn-in in October and product distribution in November are the most concentrated time commitments.
- 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.
- 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 certification opportunities and Girl Scout-specific training
- Personal support throughout the fall product season

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.