

Service Team Quarterly

Hi, Girl Scouts!

On behalf of our council, thank you for your efforts and contributions to our Girl Scout Mission – we are fortunate to have dedicated, passionate individuals working towards creating girls of courage, confidence, and character.

As we move forward through this new quarter we want to focus on building connections between the Service Team, Troop Leaders, and Service Unit as this is crucial to maintaining our cherished Girl Scout relationships and expanding our collective impact! Please use this as a guide to help with your position specific duties and planning as you continue to build and connect with one another.

This resource provides an overview of key positions within the Service Team. This overview should be used with the [Service Unit Planning Packet](#).

Announcements

- Are you a new Service Team Member? Join our Service Team Leadership Series for new member orientation on Sept. 3 via Zoom. Register [here](#).
- Made up of Service Team volunteers, the Event Planning Community is a place to learn, network, collaborate, manage, and execute successful Service Unit events. To learn more, join the Event Planning Community on Sept. 5. Register [here](#).
- Youth Mental Health First Aid is an early intervention class offered to adults that teaches you how to identify, understand, and respond to signs of mental health and substance use challenges among children and adolescents. Multiple sessions available [here](#).
- **NEW:** The [Girl Scout Travel Progression Chart](#) has been updated.
- **Update:** New Leader Getting Started Training: On Aug. 1, the 607 - Getting Started for New Leaders training path was retired. Leaders previously assigned this training and are in progress must complete it by Sept. 30. All new leaders, beginning Aug. 1 will be assigned the updated training: Getting Started Part 1 & Part 2. Questions? Email volunteerlearning@girlscoutsaz.org.
- **NEW:** Older Girls Travel Survey (Cadettes – Ambassadors) – The Travel Committee invites the Girl Voice to help select the next two 2027 locations for the International Council Sponsored Tours for Girls. Please cast your vote before September 20th. The chosen tour destinations will be revealed during the Travel Information Session on Sept. 29 at 1:00 pm at Parsons. Registration coming soon to the [Activities Calendar](#). Everyone is welcome to attend and learn more about travel opportunities.

Reminders/Important Dates

- Sept. 1: Registration deadline for [Service Team Retreat](#)
- Sept. 3: Service Team Leadership Series – New Service Team Member Orientation
- Sept. 5: [Event Planning Community](#)
- Sept. 20-22: Service Team Retreat
- Sept. 28: [Youth Mental Health First Aid training](#) – *register before Sept. 18*
- Oct. 1: Service Team Leadership Series – [Communication Confab](#)
- Oct. 11-13: [Outdoor Skills Weekend](#)
- Oct. 12: Hispanic Heritage Month Celebration
- Oct. 19: [Trailblazing Through Time](#)
- Oct. 26: Council Cookie Training
- Nov. 2: [Badge Bash](#)
- Nov. 7: Service Team Leadership Series – Technological Touchpoints
- Nov. 9: Volunteer Recognition and Appreciation Ceremony
- Nov. 10: Youth Mental Health First Aid
- Nov. 16: Believe In Girls (B.I.G.) [Event](#) (Phoenix)
- Jan. 11: VolCon – *registration opens Oct. 11*

Volunteer Recognitions

Peer recognition is great all year around! Do you know a volunteer who has put in extra effort to be helpful to your troop or the community around you? If so, send them a fist bump, pat on the back or high five today using the [GSACPC Peer Recognition Tool!](#)

Show your appreciation for a special Girl Scout volunteer in your life who goes above and beyond to serve Girl Scouts by nominating them for a Council or GSUSA Adult Recognition Award. To learn more click [here](#).

Resources

- Service Team Leadership Series: Join GSACPC staff and fellow Girl Scout Service Team Volunteers for a monthly virtual series on relevant topics to maximize Service Unit success. Sign up on the [Activities/Event Calendar](#). Previous recordings of the ST Leadership Series can be found in [gsLearn](#).
- [Service Team Resources](#), [Service Team Manual](#)
- [Authentic Leadership Community](#) – check out the blogs and the [Authentic Girl Scout Leadership book](#)
- [Brand Marketing Guidelines](#) and [Flier Essentials](#)
- GSUSA Service Team Training Courses available in [gsLearn](#)
- Recruitment Resources can be found on the Recruitment [Box Drive](#). The box link keeps our flyers and materials password protected (Password: Bigfun2024) but is available to you at any time! It can also be accessed on the Recruitment Manager Resources webpage. Please do not share the password with anyone not on the ST.

Recruitment

With the new school year on the horizon, Girl Scouts is thrilled to welcome many new girls and adult members! Our council sincerely appreciates the hard work that the SU teams put into spreading the word about Girl Scouts and recruiting new members. Thank you for all you do!

September

Recruitment Team

- Connect with any new school administrators you haven't met, provide them with an administrator packet and bookmarks for the librarian, and discuss ways to establish supportive troops at their school.
- Host fall recruitment events with support of MSE.
- Coordinate with Bilingual Specialist to have translation services available at relevant recruitment events.
- Use the Daisy Experience Box flyer/information to recruit new Daisy leaders.
- Communicate with Member Placement to make sure new/returning troops have completed registration.
- Work with your MSE and Member Placement to form new troops (based on fall leads and girls awaiting placement report).
- Evaluate your SU's specific troop needs. Are there areas or grade levels that need troops? If so, host recruitment events based on those needs.
- Help new troop leaders recruit for their troops – use the “join our troop” flyer and/or help host an event for that new troop.

October

Recruitment Team

- Share flyers, post digital ads, and host recruitment events.
- Acknowledge your schools and partners with a thank you note, e-mail or card- especially those that allowed the Recruitment Team to participate in their MTT/Curriculum nights.
- Consider hosting a family SU event and invite GS families to invite another non-member family to support retention and recruitment.
- Gather spring Kindergarten round-up event dates and other upcoming school event dates where council could potentially host tables to recruit.

November

Recruitment Team

- Share flyers, post digital ads, and host recruitment events.
- Acknowledge your schools and partners with a thank you note, e-mail or card- especially those that allowed the Recruitment Team to participate in their MTT/Curriculum nights.

- Start planning your spring recruitment event locations and dates. The council will provide optional spring event activity kits and pre-planned programming.
- Create a list of schools, religious institutions, preschools, daycares and digital marketing sites where you can market the Summer Box Program. Create a strategy regarding how your team will distribute the information.
- Let you SU Leaders know about the cookie sale recruitment assets to help them support recruitment during the sale. More information to come!

Use the Recruitment BOX [Drive](#) to locate flyers and assets (PW: Bigfun2024).

If you need support placing new members, please reach out to the Member Placement Team directly at 602-452-7040 or MemberPlacement@girlscoutsaz.org.

The Recruitment Team is here to assist. Contact them for materials, planning, event support, or any recruitment-related needs at Recruitment@girlscoutsaz.org.

Retention/Troop Support

September

Volunteer Support Coach

- Host a new volunteer orientation/training and communicate details to Service Unit.
- Promote the [Volunteer Toolkit](#) and [Troop Year Plans](#) as resources for troop leaders.
- Coordinate with Fall Product Program Training Specialist to provide extra support to new troop leaders for Fall Product sale. Offer M2 training for new troop leaders.
- Add new leaders to SU communications and extend an invitation to monthly Service Unit leader meetings.
- Work with MSE & SU Team to recognize any new volunteer that has completed their “Getting Started” training at the monthly leader meetings.
- Promote Troop Leader Circle for all volunteers:
 - Sept. 18 – Troop Leader Circle: Safety Activity Checkpoint and Emergency Procedures
 - Oct. 16 – Troop Leader Circle: Traditions, Ceremonies, and High Awards
 - Nov. 20 – Troop Leader Circle: 2025 Girl Scout Cookie Program
 - Dec. 4 – Troop Leader Circle: New Leader Tips and Tricks

Adult Recognition Coordinator

- Ensure that [Adult Recognition Nominations](#) are complete and submitted to council by Sept. 1.
- Communicate to Service Unit about Volunteer Recognition & Awards Ceremony on Nov. 9. Registration opens Sept. 8.

- Contact awardees from your Service Unit after Sept. 8 and encourage them to register for the Volunteer Recognitions & Awards Ceremony using the special awardee discount code included in their email as soon as possible (space is limited).

Bilingual Specialist

- Coordinate with Fall Product Team to explain materials and resources in Spanish as needed.
- Meet with Recruitment Team to discuss times and dates when translation support might be most beneficial at recruitment events.

IGM Advocate

- Support IGMs in the Service Unit.
- Support IGM girls and IAM adults with membership renewal.
- Meet with Communications Specialist to coordinate communication efforts to IGMs throughout the year.

Older Girl Advocate

- Encourage older girls in the Service Unit to join the Service Team.
- Coordinate with Recruitment Team to have older girl presence at recruitment events.
- Remind older girls on the Service Team to register for the [Service Team Retreat](#) by Sept. 1.
- Promote Gold Award [training](#) opportunities.
- Promote older girl training opportunities. Sign up on the [Events Calendar](#).
 - Sept. 29 – Babysitting Course
 - Oct. 4-6 – TCC2 for Older Girls Weekend
 - Oct. 11-13 – Program Aide/Volunteer-in-Training
 - Nov. 23 – Babysitting Course

October

Volunteer Support Coach

- Host a new volunteer orientation/training and communicate details to Service Unit.
- Promote the [Volunteer Toolkit](#) and [Troop Year Plans](#) as resources for troop leaders.
- Coordinate with Cookie Program Training Specialist and eBudde Specialist to provide extra support to new troop leaders for the Girl Scout Cookie Program. Offer an eBudde and Digital Cookie training for new leaders.
- Add new leaders to SU communications and extend an invitation to monthly Service Unit leader meetings.
- Make phone calls to new troop leaders in your area, as they will need extra support during this time.
- Promote Troop Leader Circle for all volunteers:
 - Oct. 16 – Troop Leader Circle: Traditions, Ceremonies, and High Awards
 - Nov. 20 – Troop Leader Circle: 2025 Girl Scout Cookie Program
 - Dec. 4 – Troop Leader Circle: New Leader Tips and Tricks

Adult Recognition Coordinator

- Contact awardees from your Service Unit and ensure they have registered for the Volunteer Recognitions & Awards Ceremony using the special awardee discount code included in their email as soon as possible (space is limited).

Bilingual Specialist

- Alongside the Volunteer Support Coach, contact new leaders with Spanish-speaking parents to help with translation.

IGM Advocate

- Meet with Events Manager and Event Coordinators to support IGM participation in Service Unit events.
- Using Looker, review the “*New in the Last Two Weeks*” report to contact new IGMs to connect them to the Service Unit.

Older Girl Advocate

- Meet with older girls on Service Team to plan a calendar of girl-led Service Unit events.
- Promote Gold Award [training](#) opportunities.
- Promote older girl training opportunities. Sign up on the [Events Calendar](#).
 - Oct. 4-6 – TCC2 for Older Girls Weekend
 - Oct. 11-13 – Program Aide/Volunteer-in-Training
 - Nov. 23 – Babysitting Course

November

Volunteer Support Coach

- Support and communicate with new troop leaders and new troops within the Service Unit.
- Call new troop leaders in your area to ensure they feel connected to the Service Unit.
- Promote Troop Leader Circle for all volunteers:
 - Nov. 20 – Troop Leader Circle: 2025 Girl Scout Cookie Program
 - Dec. 4 – Troop Leader Circle: New Leader Tips and Tricks

Adult Recognition Coordinator

- At Service Unit meetings, recognize any Service Unit volunteers who received awards at the Volunteer Recognitions & Awards Ceremony.

Bilingual Specialist

- Work with Communication Specialist to review upcoming Service Unit communications that might need translated materials.

IGM Advocate

- Using Looker, review the “***New in the Last Two Weeks***” report to contact IGMs and connect them to the Service Unit.
<https://www.girlscoutsaz.org/en/discover/activities/events.html?q=Gold%20Award%20Training>
- Communicate with the council IGM Support Team about IGM activities and volunteers who may be willing to participate in short-term opportunities.

Older Girl Advocate

- Promote Gold Award [training](#) opportunities. Promote older girl training opportunities. Sign up on the [Events Calendar](#).
 - Nov. 23 – Babysitting Course
- Coordinate between Service Team older girls and volunteers to facilitate role shadowing and girl-led opportunities.

Events

September

Events Manager

- Work with the Service Team Manager to recruit and mentor any Event Coordinators needed to support your year of Service Unit events.
- Seek opportunities to collaborate on events with neighboring Service Units.

Attend the Event Planning Community at Parsons Leadership Center on September 5. Register [here](#).

Events Manager, Event Coordinators, Older Girl Advocate, Outdoor Advocate, IGM Advocate, Finance Specialist

- Plan a girl-led event schedule to support the Girl Scout program.
 - Include girl-led opportunities for IGM’s.
 - Include at least one girl-led Cadette/Senior/Ambassador event.
 - Include a variety of outdoor opportunities for all Girl Scout levels.

Outdoor Advocate

- Register for the Outdoor Skills Weekend at Shadow Rim Ranch (Oct. 11-13). The Outdoor Skills Weekend is an opportunity for volunteers to stay at one of our camps, get certified, or become an instructor/facilitator for one of the outdoor elements outlined in the [registration form](#).
- Promote outdoor [training opportunities](#)
 - September 14 – Blended First Aid/CPR in Phoenix
 - September 14 – Blended TCC2 at Parsons
 - October 12 – Fully In-Person TCC2 at Shadow Rim Ranch
 - November 16 – Blended First Aid/CPR in Phoenix
 - November 16 – Blended TCC2 at Parsons

- December 14 – Blended First Aid/CPR in Phoenix
- December 14 – Blended TCC2 at Parsons
- Promote [council outdoor events](#) throughout Service Unit
 - September 27-29 – Fall Harvest Weekend at Shadow Rim Ranch
 - September 28 – Shadow Rim Ranch 60th Birthday Party!
 - October 25-27 – Wicked Weekend at Willow Springs
 - November 9 – Survivor Day at Parsons
 - November 9-10 – Golden Girls Archery Challenge at Camp Maripai
 - December 6-8 – Intro to Backpacking at Shadow Rim Ranch
 - December 7-8 – Desert Dreams Overnight at Parsons

Register for a Train the Trainer workshop on the [Events Calendar](#).

October

Event Manager, Event Coordinators

- Work with troops to plan investiture and rededication ceremonies.
- Host a Juliette Gordon Low Birthday celebration (10/31).

Outdoor Advocate

- Attend the Outdoor Skills Weekend at Shadow Rim Ranch (Oct. 11-13). The Outdoor Skills Weekend is an opportunity for volunteers to stay at one of our camps, get certified, or become an instructor/facilitator for one of the outdoor elements outlined in the [registration form](#).
- Promote [outdoor training opportunities](#)
 - October 12 – Fully In-Person TCC2 at Shadow Rim Ranch
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November

Event Manager

- Regularly review Service Unit program calendars and the council [Events Calendar](#) to reduce event conflicts and encourage participation.

- Review [Brand Marketing & Publicity Guidelines](#) to assist Event Coordinators in marketing for their events.

Event Coordinators

- Review [Event Planning Manual](#) to refresh on proper event planning procedures and prepare for any upcoming events.
- Utilize the [Encampment Guide](#) as needed to help in planning Service Unit Encampments. You may also utilize the Encampment Mentors for assistance in planning by contacting Mikki Galindo at mgalindo@girlscoutsaz.org.

Outdoor Advocate

- Promote [outdoor training opportunities](#).
 - November 16 – Blended First Aid/CPR in Phoenix
 - November 16 – Blended TCC2 at Parsons
 - December 14 – Blended First Aid/CPR in Phoenix
 - December 14 – Blended TCC2 at Parsons
- Promote [council outdoor events](#) throughout Service Unit
 - November 9 – Survivor Day at Parsons
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Product

September

Fall Product Manager

- Check in with the Fall Product Team regularly to offer support and coordinate efforts.
- Communicate Fall Product dates throughout your Service Unit.
 - September 23 – Fall Product volunteer access opens to M2
 - October 1 – Fall Product sale begins
 - November 9-15 - Extended Area Fall Product Delivery
 - November 16-17 – Metro Phoenix Fall Product Delivery
 - November 24 – Fall Product sale ends
 - November 26 – Fall Product Girl Rewards Selection Deadline

Fall Product - Rally Specialist

- Host Service Unit Fall Rally – Incentive is \$150.

Fall Product - Training Specialist

- Host a Fall Product training event for troop leaders in your Service Unit.
- Coordinate with the Volunteer Support Coach to provide extra support to new troop leaders for Fall Product sales.

- Offer M2 training specifically for new troop leaders.

Fall Product – IGM Specialist

- Attend the Fall Product IGM Coordinator training on September 11.
- Communicate Fall Product sale details out to IGMs.

October

Cookie Training Specialist, eBudde Specialist, Cookie Manager

- Attend a Council Cookie training:
 - October 26, 9am-12pm at Pendergast
 - October 26, 2pm-5pm at Andretti
 - If you cannot make one of these trainings, please reach out to charvey@girlscoutsaz.org or nfeltman@girlscoutsaz.org for more information.
- Host a Cookie training event for troop leaders in your Service Unit.
 - The Product Program Team can attend these meetings to provide support. Please email charvey@girlscoutsaz.org or nfeltman@girlscoutsaz.org.
- Coordinate with the Volunteer Support Coach to provide extra support to new troop leaders for cookie sales. Offer an eBudde and Digital Cookie training specifically for new leaders.

Cookie IGM Specialist

- Attend a council IGM Cookie Training.

November

Fall Product - Girl Reward Specialist

- Ensure Girl Rewards are selected by November 26.

Fall Product - Delivery Specialist

- Plan for Metro Phoenix and Extended Area delivery of nuts and chocolates.
 - November 9-15 | Extended area Fall Product delivery
 - November 16-17 | Metro Phoenix Fall Product delivery

Fall Product - Girl Reward Specialist

- Assist with communication of troops who sold Fall Product to qualify for early cookie booth rounds or met Spring Registration requirements.
 - Exclusive Booth Round | December 2, 8:00pm
 - 1 pick for early registration
 - 1 pick for \$1,500+ by October 27

Cookie Program Manager

- Cookie booth signups will be NEW this year. They will be held for one week from December 2 to December 6.
- Cookie Booth Rounds Schedule
 - Exclusive Booth Round – December 2, 8:00pm
 - 1 pick for early registration
 - 1 pick for \$1500+ by October 27
 - Round 1 - December 3, 8:00pm
 - 4 picks
 - Round 2 - December 4, 8:00pm
 - 4 picks
 - Round 3 - December 5, 8:00pm
 - 6 picks
 - Round 4 – December 6, 8:00pm
 - 8 picks (if Walmart booths **ARE NOT** secured a second round for Walmart booths will be held early January)
 - OR**
 - Open Rounds (if Walmart booths **ARE** secured)

Cookie IGM Specialist

- Communicate Cookie sale details to IGMs.

Management

September

Communications Specialist

- Meet with the Service Team to develop a communications plan for any events in the upcoming months.
- Coordinate with Volunteer Support Coach to support new leader communications.
- Register for the [Service Team Leadership Series](#) (Oct. 1): Communication Confab. Share information about the [Peace Day Celebration](#) on September 21 with your Service Unit.
- Promote Travel opportunities and information nights
 - September 22 – Virtual: [Travel Information Night for England and Ireland 2027](#) | Join our online information night to learn more details and ask questions about our England and Ireland You and Me Travel Program 2027.
 - September 29 – In-Person: Travel Information Night at Parsons Leadership Center | Calling all Cadettes, Seniors, and Ambassadors! It's time for you to explore and choose your adventure through our council sponsored programming and GSUSA. We would like to invite you and the guardian for an afternoon of Information on all tours and GSUSA Destinations. Plus, an opportunity to hear from other Girl Scouts that have traveled. Registration is coming soon to the [Events Calendar](#).

Finance Specialist

- Provide up to date Treasury Report at your monthly Service Unit meetings.
- Follow up with troops who are not renewing and assist with the completion of final paperwork and finances, including the [Troop Transition Form](#).
- Coordinate with the Volunteer Support Coach to offer financial guidance to new volunteers. Be available to work with new volunteers through setting up their Troop Bank Account.
- Review updated [Troop Money Management Guide](#) and [Troop Money Management course on gsLearn](#).

Registrar

- Follow up with troops who have not yet renewed.
- Encourage troops to update their meeting details and affiliations using [Meeting Detail Update Form](#).
- Ensure that girls and adults have renewed their memberships to participate in the Cookie Program using Service Unit roster reports via Looker or from the Council.
- Ensure that all active troops have two currently registered troop leaders
- Coordinate with the Recruitment Team and Membership Triad to ensure all new girls and volunteers are placed within your Service Unit.

Service Team Manager

- If you have not done so already, schedule regular monthly Service Team meetings for the 2024-2025 membership year and communicate those dates to your Service Unit.
- Coordinate with your MSE to recruit new Service Team Members for any missing roles.

October

Communications Specialist

- Meet with the Service Team to develop a communications plan for any events in the upcoming months.
- Attend Service Team Leadership Series: Communication Confab on October 1.
- If one does not exist, create a Service Unit email account. Ensure your MSE is an admin or has access to all Service Unit communication platforms such as email, Facebook, Band, websites, etc.
- Promote investiture and rededication ceremonies and share out with Service Unit.

Finance Specialist

- Provide up to date Treasury Report at monthly Service Unit meetings.
- Plan multiple Finance training, workshop, or roundtable opportunities to support volunteers in your Service Unit throughout the year.

Registrar

- Work with your MSE to determine the lapsed member renewal plan.

- Encourage troops to update their meeting details and affiliations using [Meeting Detail Update Form](#).

Service Team Manager

- Work with your MSE on Certificate of insurance renewals
- Analyze membership numbers with Stretch Challenge in mind.

November

Communications Specialist

- Meet with the Service Team to develop a communications plan for any events in the upcoming months.
- Continuously check the council [Events Calendar](#) to communicate opportunities out to your Service Unit.
- Work with Fall Product – Girl Reward Specialist to communicate cookie booth early registration eligibility to troops who sold Fall Product or met early registration incentives.

Finance Specialist

- Provide up to date Treasury Report at monthly Service Unit meetings.
- Review any final budgets from past events to make certain all funds were accounted for and balanced.
- Remind troops and offer support to prepare for final Fall Product ACH to be withdrawn December 9.

Registrar

- Work with the Finance Specialist to ensure all discontinued troops have been handled correctly.
- Coordinate with the Volunteer Support Coach to update the meeting details of new troops and ensure they are correctly entered in the Troop Catalog using Looker and the [Meeting Detail Update Form](#).

Service Team Manager

- Continue to connect the Service Team with virtual and/or in-person meetings. Now more than ever, it's important to keep the team connected and communicating.
- Plan a mid-year check in with the Service Team to analyze progress on the [Service Unit Plan of Work](#).
- Coordinate with your MSE to identify any Service Team Members who may need additional support in their roles and connect them with resources.