



# COOKIE PROGRAM IGM SPECIALIST Service Team Position Description

## SUMMARY

Manage the IGM Fall Product Program within the Service Unit. Responsible for handling the logistics of the Fall Product Program and for creating a positive experience for the girls selling Fall Product independent from a troop.

## SUPPORTED BY

[Product Program Team](#) and Member Support Executive

## APPOINTED BY

The Member Support Executive and Service Team Cookie Manager in partnership with the relevant GSACPC Program Staff for one year; reappointment based on annual evaluation.

## RESPONSIBILITIES/DUTIES

- » Participate in the Girl Scout Cookie Program.
- » Contact IGMs and parents and give them information on the Girl Scout Cookie Program.
- » Host IGM parent/guardian cookie program pre-meeting to share logistics.
- » Ensure that all participating girls have a sign a Parent Permission Form, Financial Agreement and Program Requirements.
- » Ensure all girls participating in the Girl Scout Cookie Program receive cookie program welcome email and appropriate documentation.
- » Coordinate cookie booths and schedule girl shifts.
- » Collect verification of [IGM Deposit Form](#) from parent/guardian and send them to the Product Program Team within three days.
- » Alert the Product Program Team if parent/guardian does not complete deposit slips in a timely manner.
- » Record girl sales and Girl Rewards in eBudde.
- » Coordinate with the Service Unit Rewards Specialist to distribute Girl Rewards.

## REQUIREMENTS AND QUALIFICATIONS

- » Present a positive image of Girl Scouting to girls, volunteers, and community members.
- » Comply with all GSUSA and Council policies and procedures, including [Volunteer Essentials](#), [Safety Activity Checkpoints](#), and the [Volunteer Terms and Conditions](#); recognize, understand, accept, and support all Council goals and objectives, including the [Diversity, Equity, Inclusion, and Racial Justice Policy](#).
- » Be guided in all actions by the Girl Scout Mission, Promise, and Law.
- » Be a registered member of GSACPC with a current background check.
- » Complete Service Unit Fall Product Program Training.
- » Complete Looker Access Agreement to access GSUSA data system.
- » Must be well trained and comfortable using eBudde; supplemental eBudde training available through gsLearn and at the cookie conference.
- » Experience as a Troop Cookie Manager preferred.
- » Complete the annual [Volunteer Agreement](#).
- » Must be detail oriented and a people-person who can work with many personalities. Candidate must have advanced customer service, computer, verbal and written communication skills and check emails daily.
- » Participation in Authentic Leadership Community workshops recommended.

By signing this agreement, I acknowledge that I have read, understand and agree to all responsibilities and requirements listed in the Cookie Program IGM Specialist Service Team Position Description. In addition, as a volunteer serving in a Service Team position, I understand that some of my work will involve access to information/records that are considered confidential. I acknowledge my responsibility to respect the confidentiality of all volunteer and troop records, to follow council procedures in order to protect privacy and to act in a professional manner. I further understand that if I am found misusing confidential material or not protecting the privacy of others through my actions, I may be released from my position immediately.

SIGNATURE OF VOLUNTEER \_\_\_\_\_ DATE \_\_\_\_\_

PRINTED NAME \_\_\_\_\_ SERVICE UNIT \_\_\_\_\_

**Thank you for your time and commitment!**