



# COOKIE PROGRAM MANAGER

## Service Team Position Description

### SUMMARY

Collaborate with the Member Support Executive (MSE) to build a functional and diverse Cookie Team while managing logistics and mentoring team members in creating a positive experience for girls and volunteers.

### SUPPORTED BY

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

### APPOINTED BY

The Member Support Executive in partnership with the Product Program Team for one year; reappointment based on annual evaluation.

## RESPONSIBILITIES/DUTIES

- » Inspire and encourage girl and troop participation in the Cookie Program.
- » Ensure that all troops participating in the Cookie Program have signed the Troop Product Manager Agreement Cookie Form: Financial Contract and Program Commitment Requirements.
- » Promote the 5 Skills of the Cookie Program throughout the Service Unit.
- » Coordinate with the Service Team Cookie Training Specialist to ensure all troops participating in the Cookie Program received Cookie Program Training and Cookie Program supplies.
- » Coordinate with the Cookie Program eBudde Specialist to verify accurate troop eBudde cookie and reward submission and entries.
- » Coordinate with the Cookie Program Girl Rewards Specialist to submit and distribute Girl Rewards.
- » Coordinate with Cookie Program Cookie Delivery Specialist to ensure accurate distribution of product.
- » Assists Council Product Program Team with outstanding troop accounts.

## 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 Cookie Program council training.
- » Complete the annual [Volunteer Agreement](#).
- » Complete Looker Access Agreement to access GSUSA data system.
- » Participation in Authentic Leadership Community workshops recommended.
- » Must be well-trained and comfortable using eBudde; supplemental eBudde training available through gsLearn and at the Cookie Conference.
- » Must be detail oriented, a people person and able to foster teamwork. Candidate must have advanced customer service, computer, verbal and written communication skills and check emails daily.

By signing this agreement, I acknowledge that I have read, understand and agree to all responsibilities and requirements listed in the Cookie Program Manager 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!**