



COOKIE PROGRAM MANAGER

Service Team Position Description

SUMMARY

Collaborate with the Member Support Executive to build a functioning and diverse Cookie Team. Manages the logistics of the Cookie Program and mentors the Cookie Team members to create a positive experience for girls and volunteers participating in the Cookie Program.

SUPPORTED BY

Product Program Team and Member Support Executive

APPOINTMENT

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.
- » Communicate critical logistics information about the Cookie Program with the Troop Cookie Teams.
- » 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.
- » Manage Cookie Troop Training by coordinating with Cookie Program Training Specialist and eBudde Specialist on all current trainings, tutorials, and supplements.
- » 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.
- » Communication liaison between the Council Product Program Team and the Service Team.
- » Assists Council Product Program Team with outstanding troop accounts.

REQUIREMENTS AND QUALIFICATIONS TO BECOME COOKIE PROGRAM MANAGER

- » 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, recognize, understand, accept, and support all Council goals and objectives, including the Diversity Equity and Inclusion Statement.
- » 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 training.
- » Leadership from the Inside Out online resource recommended.
- » Complete Looker Access Agreement to access GSUSA data system.
- » Must be well-trained and comfortable using eBudde; supplemental eBudde training available through tutorials 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. Managerial experience preferred.

By signing this agreement, I acknowledge that I have read, understand and agree to all responsibilities and requirements listed in the Recognition Coordinator 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!