

# SU Cookie/Fall Product Coordinator Volunteer Duties & Responsibilities

## **ROLE DESCRIPTION**

The Service Unit Cookie/Fall Product Coordinator provides troop support during Product Programs by assisting with paperwork, data entry, product distribution, and payment procedures. Length of term is the duration of assigned Product Program— August-December (Fall Product) and/or December-April (Cookie Program). In Service Units with multiple Service Unit Cookie/Fall Product Coordinators, duties will be shared.

## **YOUR SUPPORT TEAM**

Product Program Staff, Service Unit Team members

## **DUTIES**

1. Serve as the primary contact and coordinator for Troop Cookie/Fall Product Program Managers in assigned areas.
2. Act as a liaison between the Product Program staff and assigned troops.
3. Confirm all participants are registered Girl Scout Members.
4. Confirm assigned troops have entered product and recognition orders into vendor data entry system.
5. Enter orders the Troop Cookie/Fall Product Program Managers have not entered. Forward reports to Product Program staff.
6. Audit troop product and recognition orders for accuracy.
7. Complete product distribution and payment receipt paperwork and forward to Product Program staff.
8. Assist with product distribution by working a shift at the warehouse during delivery week or coordinate distribution in assigned area.
9. Assist troops, if necessary, with collection issues by ensuring they have all pertinent paperwork to accompany their receipts. Inform Product Program staff of any collection issues.
10. Assist with recognition distribution at a service center or by coordinating distribution in assigned area.
11. Returns all communications from Council staff and volunteers in a timely manner.

## **REQUIREMENTS**

1. Maintain adult Girl Scout Membership for current membership year with satisfactory completion of background screening process.
2. Completion of Product Program Coordinator Training.
3. At least one (1) year prior Girl Scouting experience as an Adult Member.
4. Data entry experience.
5. Money management skills, ability to maintain records, and demonstrate financial responsibility.
6. Energetic and enthusiastic about empowering girls and adults to build courage, confidence, and character.
7. Recognize the value of diversity within the community and encourage mutual respect and understanding among all people.
8. Represent Girl Scouts Spirit of Nebraska in the community in a positive way.

# SU Cookie/Fall Product Coordinator Year-at-a-Glance

## Upon Registration

### **ROLE ON-BOARDING**

Once you register as a Service Unit Cookie/Fall Product Program Coordinator, meet with the Product Program Manager staff member in your area to help you understand your role.

## November–December

### **COOKIE PROGRAM TRAINING**

Before the sale, you are required to attend an in-person training given by Spirit of Nebraska or take our online Cookie Program training. You should also read and understand the Cookie Program resources page.

## February–March

### **MANAGE TROOPS DURING THE SALE**

During the sale, you will monitor your Service Unit to ensure that troops properly manage inventory, allocate cookies to girls, and facilitate the movement of inventory among troops to minimize cookie returns at the end of the sale.

## March–May

### **WRAP-UP AFTER THE SALE**

After the sale, you will monitor all troops within your Service Unit to ensure that they submit girl rewards on time, follow the cookie return policy, and submit Collection Problem Reports (if necessary).

The rewards for your Service Unit will be shipped directly to you. Once you receive them, you are responsible for accurately checking the items in and reporting discrepancies to Product Program staff in a timely manner. You will sort the items by troop and contact the Troop Cookie Manager to arrange a time to pick them up. You should count the items with the Troop Cookie Manager to ensure accurate counts. Encourage the Troop Cookie Manager to distribute the rewards to the girls prior to summer break.

## September

### **TRAINING AND SELLER REGISTRATION**

Before the Fall Product Program sale, you are required to take our online Fall Product Program training. You should also read and understand Fall Product Program Guide. Encourage troops and Individual Girl Members (IGMs) to participate in the sale and help Troop Fall Product Managers register participating girls.

### **BEFORE THE SALE PREPARATIONS**

Before the Fall Product Program sale begins, make sure all your Troop Fall Product Managers complete the online training. Assemble and distribute sale materials to participating troops and remind them to submit the [Bank Account Information Form](#) to the Council by October 1. You may update your Service Unit's contact information in UNIFY (if necessary).

# October

## **MANAGE YOUR TROOP DURING THE SALE**

Girls can begin taking in-person and online orders. You will support participating troops by ensuring they are following sales dates, adhering to banking procedures, and maintaining their UNIFY accounts.

# October–December

## **WRAP-UP AFTER THE SALE**

After the Fall Product Program sale ends, the product and incentives will be delivered to you, which you will count ensure product and incentive inventory is correct, and then distribute to Troop Fall Product Managers. You will report any discrepancies to Product Program staff immediately.

You will also oversee the banking closeout process for all participating troops. This includes ensuring Troop Fall Product Managers have deposited all sale money into their troop bank accounts. If troops encountered any financial issues throughout the sale, be sure they complete the Collection Report form.