

Service Unit Product Program Representative

Summary

The Service Unit Product Program Representative plays an important role by creating a positive experience for girls, families and volunteers while participating in the council sponsored product programs. The Product Program Representative coordinates, educates, communicates and supports troop cookie and fall product representatives throughout the programs.

Responsibilities/Duties

- Coordinate with Service Unit Event Representative with planning and hosting a cookie rally and financial literacy program.
- Collaborate with all service unit team members to establish and support the service unit annual plan and goals.
- Review on-going emails and reports sent by Girl Scouts of Utah Product Program Department, council staff, and Troop Product Program Managers in a timely manner.
- Support and promote National Girl Scout Cookie Day and any other Product Programs related events and activities.

Participate in Pre-Product Sales Program Preparation

- Read and will comply with all Fall Product and Cookie Program rules and requirements stated in Girl Scouts of Utah's Volunteer Essentials and Safety Activity Checkpoints.
- Complete all required trainings, observe all deadlines, and follow all procedures as directed by Girl Scouts of Utah.
- Work with council staff to ensure all participating troops are currently registered, have a minimum of two actively registered adult volunteers and five currently registered girls.
- Mentor new Troop Product Program Managers.
- Instruct/train Troop Product Program Managers as outlined by the council.
- Distribute all program and sales materials to Troop Product Program Managers.
- Work with council to ensure that any troop who has an outstanding debt with Girl Scouts of Utah does NOT participate in any Product Programs, including taking orders and attending booth sales.

Manage Service Unit Product Sales Program

- Review and/or enter troop orders into the vendor web-based system(s) by the stated deadline.
- Obtain and supervise delivery site(s) for troop orders and enter information into the vendor web-based system(s) by required deadline.
- Take responsibility for all products handled.
 - Accept and sign the receipt(s) for products delivered to delivery site(s).
 - Coordinate the distribution of products.
 - Issue receipts for products given to Troop Product Program Managers.
- Export and save all vendor web-based system(s) reports by specified deadlines. Provide troops with requested reports.

Manage Post Product Sales Program Wrap-up

- Complete Product Sales Program survey(s) by deadline.
- Distribute Product Program rewards to Troop Product Program Managers.
 - Confirm accuracy of reward order(s) shipped from bakery/vendors.
 - Separate items per troop and distribute accordingly.

Qualification Requirements

- Excellent communication, planning skills, and is well organized.
- Experienced and skilled in using basic computer programs.
- Service Unit Fall Product Training every year (if participating in the Fall Product Program).
- Service Unit Cookie Training every year (if participating in the Cookie Program).
- Attend Council Sponsored Events Representative Training every two (2) years.

Benefits of Service

Marketable Skills

- Leadership
- Public Speaking - Facilitator
- Organization - Time Management
- Team Building
- Personnel & Conflict Management
- Delegation
- Volunteer Coordination
- Personal Integrity

Personal Enrichment

- Foster a greater understanding of the beliefs of the Girl Scout Movement
- Participate in a national and international organization
- Network opportunities
- Involvement opportunities in local, county and state activities
- Mentoring experience
- Discover outlets for creative expression
- Fulfill a desire to be helpful and make a difference in the lives of girls and adults
- Promote equality, diversity, antiracist and be an adaptable individual committed to building a forward-looking volunteer network

Skill Learning Opportunities

- Financial management skills
- Software programs (Excel)

Term of Appointment

Appointed by Membership Support Specialist and reappointment based on annual evaluation. This position is a minimum one (1) year commitment and is renewable for a third consecutive term, for a total of three (3) years of service. The Girl Scouts of Utah council, in conjunction with the service unit team, will perform an annual evaluation of each service unit team member.

Once appointed to the position, volunteer will receive an email with instructions on how to access Looker.* Volunteer will lose access to Looker once they leave the position.

Transition into or from the service unit positions take place in July-August. Whenever leaving this position, the volunteer needs to complete all outstanding position requirements and/or provide their Membership Support Specialist with details of all incomplete tasks/requirements and all related documents before departure. Service Unit debit card is given to Service Unit Manager, if applicable.

Council Support

- Membership Support Specialist
- Volunteer Support Manager
- Product Program Manager
- Training & Development Coordinator
- Council Finance Department
- Program Department
- Customer Care Department

Resources

- Service Unit Guidebook
- Service Unit Planning Packet
- Service Unit Budget
- Little Brownie eBudde Resources
- Council Sponsored Events Packet – Events Program Manual
- Volunteer Essentials
- GSU Volunteer Essentials Policies
- Safety Activity Checkpoints
- Looker*

**Looker is an online program that Girl Scouts of Utah utilizes to obtain membership information. Girl Scouts of Utah is releasing restricted data to volunteers for their use in their Girl Scout volunteer capacity. Any unauthorized disclosure/distribution of such data, including but not limited to addresses, phone numbers, email, etc. for any reason other than Girl Scout business is prohibited. The violation of disclosing any such Girl Scout data may result in the termination of their volunteer service for Girl Scouts of Utah. Once a new volunteer has been appointed to a service unit position in our membership database (Salesforce), the next day they automatically have access to Looker. When a volunteer is removed from their position in Salesforce, their access is removed by the next day.*