



Service Unit Cookie Manager (SUCM) volunteer role description

Required Qualifications

- Access to a phone and a computer with Internet access.
- Ability to communicate well and proactively seek resolution of conflict.
- Must have a current Girl Scout membership for the 2024-2025 membership year.
- Must have an approved background check.

All volunteers are also expected to:

- Abide by the [Girl Scout Promise and Law](#)
- Follow Girl Scout policies and procedures to ensure the safety of girl members.
- Use discretion in all confidential matters including girl information.
- Serve as a positive example for girls by modeling positive attributes such as: *reliability, respect for others, inclusiveness, and a positive attitude.*

Responsibilities

- Encourage Girl Scout Cookie Program participation by promoting program at service unit meeting(s) and/or through emails to troops and service unit social media posts.
- Attend required service unit cookie manager (SUCM) training. Not completing required SUCM training may result in not being eligible for this role in the future.
- Direct troops/Juliette caregivers to online training and/or provide Cookie Program training for your area. Product Program staff must be notified about which volunteers have completed online/in-person training offered in your area, in order for TCMs to get credit for having taken training.
- *Train and support girls/families who are participating individually (Juliettes) in the cookie program.*
- Share program materials, resources, and information about supplemental training with troop cookie managers (TCMs) and Juliette caregivers.

- Answer questions and assist TCMs on cookie program processes, including safety tips, policies and procedures, cookie inventory management, and important dates.
- Coach TCMs in following best financial practices (e.g. money collection, product inventory management, receipts, keeping accurate records, and saving reports).
- *Ask TCMs to collect Cookie Program participation permission slips from all parents/caregivers at start of program!*
- Connect with PPS and assist with recruiting volunteers, and setting up, coordinating, and managing delivery sites.
- Adhere to all deadlines and procedures.
- Contact troops who haven't placed an Initial Order (IO) within 72 hours of deadline.
- Assist troops with placing IO in eBudde (and submitting IO rewards, if applicable) and submit service unit IO by deadline date.
- Communicate important information to council, volunteers, and Girl Scout families in a timely way.
- Utilize eBudde to communicate with TCMs.
- Accept and respond to communications (incl. calls and emails) from GSCO staff, volunteers, and Girl Scout families. *Program volunteers may not "opt-out" of GSCO/eBudde emails.*
- Review troop records regularly in eBudde and ensure cookies are distributed (allocated) to girls.
- Make sure all troops have ordered final rewards. Remind TCMs to choose item over Cookie Credits when in doubt. (Reward item can always be changed to Cookie Credits if Girl Scout prefers.)
- Check rewards immediately after you receive the shipments and within 48 hours, report quantities of each item and any missing/damaged items to your PPS.
- Ensure that girl rewards are distributed to girls as soon as possible.
- Check-in with your product program specialist during the closeout process.
- Ensure that all verbal or written communications (including telephone conversations, emails, texts, and electronic and social media) do not contain profanity or condescending remarks.
- Refrain from inappropriate displays of anger, aggression, or berating of individuals.
- Volunteers may not use any information received for personal or monetary gain.
- Volunteers will notify GSCO if they have a potential conflict of interest or if they believe anyone else is facing a potential conflict of interest.

Volunteers may be asked to do or support other duties or activities that meet the goals and/or objectives of the service unit and/or GSCO.

SUCMs should be familiar with the TCM financial responsibilities to offer TCMs guide and support. See "Troop/TCM/Juliette Caregiver Financial Responsibilities" listed below.

As an SUCM, if you have concerns about a troop, notify your Product Program Support Specialist.

Troop/TCM/Juliette Caregiver Financial Responsibilities

- *There are no returns on cookies.*
- TCMs are financially responsible for all cookies the troop receives and retains in troop cookie inventory until it is distributed to Girl Scout families.
 - The signed permission form is an agreement that parents/caregivers are financially responsible for the order money collected, for turning that money in to TCM/troop, and for all cookies that are distributed to them/their Girl Scout(s).
 - Collect Cookie Program participation permission form from parents/caregivers (online forms or paper forms) at the START of the program!
 - *Do not distribute cookies to parents/caregivers until they fill out, sign, and turn in a permission form.*
- **Receipts must be completed and signed by both TCM and parent/caregiver when cookies are distributed. *Keep all receipts!***
- Juliette caregivers (acting as TCMs) are financially responsible for all cookie inventory received.
- TCMs must collect, record in eBudde, and receipt all money from booth sales and family sales.
- Ensure that the money accurately corresponds to the number of cookies issued.
- Ensure that all cash and checks are deposited into troop account on at least a weekly basis.
- Juliette caregivers should deposit cookie money into the GSCO bank account and/or follow other required money handling guidelines outlined in Juliette deposit instructions in guide and posted to the [cookie resources page](#).
- TCMs/Juliette caregivers must report any unpaid cookie bills by submitting a Money Problem Report with receipts and/or other documentation, on or before the deadline (March 21, 2025, 8 p.m.)
- TCMs/Juliette caregivers must submit a Money Problem Report if the troop or Juliette caregiver, *will not/does not have enough money* to pay GSCO the amount due as stated on eBudde Sales Report. This must be submitted no later than March 21, 2025, 8 p.m.

Ethics

Girl Scouts of Colorado is committed to the highest possible standards of ethical and moral business conduct. The Girl Scout Cookie Program (and the Fall Product Program) give Girl Scouts the opportunity to learn new skills, to promote Girl Scouting, and to live by the Girl Scout Promise and Law. This opportunity comes with the responsibility to follow safety, media relations and business ethics guidelines. As a volunteer for Girl Scouts of Colorado, you are accepting the responsibility to assist Girl Scouts in implementing business ethics by setting a positive example through your actions, words and deeds that mirror the standards of the Girl Scout Promise and Law.

Confidentiality

As a volunteer for Girl Scouts of Colorado, you understand that you may come in contact with confidential information during your time as a volunteer. As part of the condition of your volunteer role with Girl Scouts of Colorado you promise to keep in strict confidence any information regarding any policy or procedure changes outside of the communication timetable, financial misconduct, girl information, parent/guardian information, or any other information deemed confidential. You also agree to never remove any confidential material of any kind from the premises of Girl Scouts of Colorado unless authorized as part of your duties, or with the express permission or direction to do so from Girl Scouts of Colorado.