

## Service Unit Fall Product Manager (SUFPM) – Role, Responsibilities, and Expectations

### 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 valid adult Girl Scout membership for the **2022-2023** membership year.
- Must have an approved background check.
- Only one fall product manager per service unit.

### 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

- Attend required training for service unit fall product managers (SUFPMs) and share program materials, resources, and information about supplemental training with troop fall product managers (TFPMs).
- Encourage Fall Product Program participation by promoting program at service unit meeting (s) and/or through emails to troops and service unit social media.
- Direct TFPMs to Fall Product Program training available online and provide training to troops in your area. You must inform Product Program staff of the TFPMs who completed training that you provided, in order for those TFPMs to get credit for taking the training.
- Answer questions and assist troop fall product managers (TFPMs) on the Fall Product Program processes.
- Train and support girls/families who are participating individually in the Fall Program (Juliettes).
- Ask TFPMs to collect Fall Product Program participation permission slips from parents/caregivers/guardians (online forms or paper forms).
- Communicate important information to TFPMs, Juliette caregivers, and Girl Scout families, including timely reminders. Group emails can easily be sent through M2OS.

- Accept and respond to communications (including calls, emails, texts, and relevant social media posts) from GSCO staff, or volunteers and/or Girl Scout families. Program volunteers may not "opt-out" of GSCO/M2OS emails.
- Coach TFPMs in following best financial practices (i.e. money collection, product inventory management, receipts, keeping accurate records and saving reports).
- Review troop records in M2OS and assist troops with using the M2OS system.
- Submit service unit product order by deadline date.
- Make sure all troops have selected final rewards.
- Ensure nuts/candy products, and later girl rewards are distributed to girls.
- 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 Girl Scouts of Colorado 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.

Girl Scouts of Colorado staff and/or volunteers, including SUFPMs, will train troop volunteers and families in the processes to protect troops from the negative financial consequences of any money issues. Troop Fall Product Managers must strictly adhere to those processes and will be held responsible for all unpaid bills and/or troop money issues that are the result of negligence of established practices. **SUFPMs should be familiar with the TFPM financial responsibilities in order to offer TFPMs guidance and support. See "Troop/TCM/Juliette Caregiver Financial Responsibilities" listed below.**

As an SUFPM, if you have concerns about a troop or Juliette caregiver, notify your Product Program Support Specialist immediately.

### **Troop/TFPM/Juliette Caregiver Financial Responsibilities**

- Girl Scouts of Colorado and SUFPMs will train TFPMs/Juliette caregivers in the processes to protect troops from the negative financial consequences of excess inventory, bounced checks/transactions, and other money issues.
- TFPMs/Juliette caregivers must strictly adhere to those processes and will be held responsible for all unpaid nut/candy bills, and/or troop money issues that are the result of negligence of established practices

- TFPMs/Juliette caregivers are financially responsible for all nut/candy items received. **Receipts must be completed and signed by both TFPM and parent/caregiver when nut/candy items are distributed.**
  - Collect Fall Product Program permission form from parents/caregivers (online forms or paper forms) at the START of the program!
  - The signed permission form is an agreement that parents/caregivers are financially responsible for the order money collected, for turning that money in to TFPM/troop, and for all nut/candy products that are distributed to them/their Girl Scout(s).
  - Keep all receipts! Do not distribute nut/candy items to parents/caregivers unless they have filled out, signed, and turned in a permission form and all order money collected has been turned in to troop.
- Collect order cards and record in-person orders in M2. (Parent/caregiver can also do this, and they can "deposit" money collected for in-person orders, by creating order and paying for it with a credit card via the Girl Scouts online storefront.)
- Ensure that the money accurately corresponds to the number of nut/candy orders in M2.
- Ensure that all cash and checks collected for in-person orders are deposited into troop account on at least a weekly basis. Juliette caregivers should deposit cookie money into the Bank of Oklahoma (GSCO bank account) and/or "deposit" money collected for in-person orders, by creating order and paying for it with a credit card via the Girl Scouts online storefront.
- Report any unpaid nut/candy product bills by submitting a Money Problem Report with receipts and/or other documentation, on or before the deadline, Oct. 28, 2022, 8 p.m. (Find MPR under "Forms" on GSCO website.)
- Submit a Money Problem Report if your troop will not/does not have enough money to pay GSCO the amount due as stated on Sales Report. The MPR must be submitted no later than Oct. 28, 2022, 8 p.m.

## **Ethics**

Girl Scouts of Colorado is committed to the highest possible standards of ethical and moral business conduct. The Girl Scout Fall Product and Cookie Programs 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 into 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.