



Troop Fall Product Manager (TFPM) Volunteer Job Description

Term: One year (focus of service will be September-December)

Position Summary

Troop Fall Product Managers work directly with girls, families, and troop volunteers to provide Fall Product Program information, training, and support - which will help the girls in your group learn 5 skills: Goal Setting, Decision Making, Money Management, People skills, and Business Ethics. Each troop should only have ONE Troop Fall Product Manager.

Support & Training

As a Troop Fall Product Manager, you will report to and receive support from your Service Unit Fall Product Manager (SUFPM), as well as the Product Program Specialist and Volunteer Support Specialist for your area. You will attend training and have access to additional learning opportunities.

Serving as a Troop Fall Product Manager is a great personal/professional development opportunity!

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 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.

TFPM Responsibilities

- Attend required Troop Fall Product Manager training, utilize program guides and resources, and take advantage of supplemental online trainings throughout the program. Not completing required TFPM training may result in not being eligible for this role in the future.
- Train the girls in your troop and their families on the Fall Product Program.
- Send M2 parent/caregiver/girl log-in at the start of the program and send timely reminder emails to parents/caregivers through M2.
- Collect Fall Product Program participation permission slips from parents/caregivers (online forms or paper forms) *at the START of the program*.
 - Having parents/caregivers complete program permission forms is required! The signed form holds them responsible for order money collected, turning that money in to TFPM/troop, for any nut/candy products received to fulfill orders, and making sure the Girl Scout delivers them to customers.
- *TFPMs are financially responsible for all nut and candy product received until it is distributed to Girl Scout families* (Signed and submitted permission form hold parents/caregivers accountable).
 - Receipts must be completed and signed by both TFPM and parent/caregiver when nut/candy items are distributed. Keep all receipts!
- 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/M2 emails.*
- Adhere to all deadlines and submit all required paperwork.
- Keep accurate records and keep all information updated in the M2 system.
- Coach girls and families on best customer service practices, including girl delivery.
- Arrange for product pick-up from SUFPM. Product should be stored in cool, dry, smoke-free environment. Later, coordinate pick-up of girl rewards. Check products and rewards immediately after you pick them up and within 48 hours, report any missing/damaged items to your SUFPM. Distribute product and girl rewards promptly.
- 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.

Financial Responsibilities

- Girl Scouts of Colorado will train you in the processes we have to protect troops from the negative financial consequences of any money issues. TFPMs 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.
- Ensure that the money collected/deposited accurately corresponds to the nut/candy orders entered in the M2 system.
- Communicate payment deadlines and money collection expectations with parents/caregivers. Remember to have parents/caregivers sign digital or paper permission form!
- Ensure that all cash and checks are deposited into troop account on a regular basis. Juliette caregivers should follow the required money handling guidelines in Juliette guide, posted on the GSCO [Fall Product Program page](#).
- Report any unpaid nut/candy product bills by submitting a Money Problem Report and including receipts and/or other relevant documentation by Oct. 25, 2024, 8 p.m.
- Also submit a Money Problem Report if your troop will not/does not have enough money to pay GSCO the amount due as stated in the M2 system. This must be submitted receipts and/or other relevant documentation by Oct. 25, 2024, 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.