



Service Unit Cookie Manager Responsibilities

- Attend required training for service unit cookie managers and share program materials, resources, and information about supplemental training with troop cookie managers (TCMs).
- 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.
- Provide training for new troops that start after the main cookie training for their area.
- Train and support girls/families who are participating individually (Juliettes) in the cookie program.
- Train and assist TCMs on cookie program processes, including safety tips, 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 parents/caregivers/guardians.
- Adhere to all deadlines and procedures in the Service Unit Cookie Manager Handbook.
- Contact troops who haven't placed an Initial Order (IO) within 72 hours of deadline.
- Assist troops with eBudde orders and submit service unit (IO) by deadline date.
- Assist with setting up, coordinating, and managing delivery sites if needed.
- Help recruit and train volunteers to help at delivery locations.
- Utilize eBudde to communicate with troop cookie managers.
- Accept and respond to communications, including calls and emails, from GSCO staff, volunteers, and Girl Scout families. Program volunteers may not "opt-out" of GSCO and/or eBudde emails.
- Review troop records in eBudde and ensure cookies are distributed to girls.
- Make sure all troops have ordered initial incentives (if eligible) and final rewards.
- Check-in with your product program specialist during the closeout process.
- Communicate important information to council, volunteers, and Girl Scout families in a timely way.
- Ensure that all verbal or written communications (including telephone conversations, emails, texts, 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 perform or support other duties or activities that meet the goals and/or objectives of the service unit and/or GSCO.

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 2021-2022 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.

Girl Scouts of Colorado staff and/or volunteers, including SUCMs, will train troop volunteers and families in the processes to protect troops from the negative financial consequences of any money issues. Troop cookie 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.

As an SUCM, if you have concerns about a troop, notify your product program support specialist.

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.