



Troop Cookie Manager Responsibilities

- Attend in-person/online training, utilize program guides and resources, and take advantage of supplemental online trainings throughout program.
- Train the girls in your troop and their families on the Girl Scout Cookie Program - including safety tips, procedures, cookie inventory management, important dates, etc.
- Collect Girl Scout Cookie Program participation permission slips from parents/caregivers/guardians (online form or paper form).
- Adhere to all deadlines and submit all required paperwork.
- Submit an Initial Order for your troop.
- Arrange for timely and secure pick-up/distribution of cookies to/from families and the cupboard.
- Keep accurate records and complete receipts for each cookie distribution or collection in eBudde.
- Organize booth sales, following all guidelines.
- Check if parents/girls have set up online storefront and send timely reminder emails to parents/caregivers through Digital Cookie/DOC.
- Coach girls/families on best customer service practices, including Digital Cookie girl delivery.
- Allocate cookies to girls using the eBudde online system on a weekly basis.
- Complete closeout process, submit girl rewards order, and check-in with service unit cookie manager at end of program.
- Adhere to all important deadlines and submit all required paperwork.
- Arrange for pick-up of earned rewards and promptly distribute to the girls.
- 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.
- 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 do or support other duties or activities that meet the goals and/or objectives of the service unit and/or GSCO.

Financial Responsibilities

- 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 Bank of Oklahoma (GSCO bank account) and/or follow other required money handling guidelines.
- Report any unpaid cookie bills by submitting a Money Problem Report with receipts and/or other documentation, on or before the deadline (March 18, 2022, 8 p.m. MT).
- 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. This must be submitted no later than March 18, 2022, 8 p.m. MT.
- Girl Scouts of Colorado will train you in the processes we have to protect troops from the negative financial consequences of excess inventory, bounced checks/transactions, and other money issues. Troop cookie managers must strictly adhere to those processes and will be held responsible for all unpaid cookie bills, and/or troop cookie money issues that are the result of negligence of established practices.

Required Qualifications

- Access to a phone and a computer with Internet access.
- Ability to communicate well and proactively seek resolution of conflict.
- Valid adult Girl Scout membership for the 2021-2022 membership year.
- 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.*

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.