



# COOKIE PROGRAM **MANAGER**

## Service Team Position Description

**SUMMARY** Collaborate with the Member Support Executive (MSE) to build a functional and diverse Cookie Team while managing logistics and mentoring team members in creating a positive experience for girls and volunteers.

**SUPPORTED BY** [Product Program Team](#) and Member Support Executive

**APPOINTED BY** The Member Support Executive in partnership with the Product Program Team for one year; reappointment based on annual evaluation.

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### RESPONSIBILITIES/DUTIES

- » Inspire and encourage girl and troop participation in the Cookie Program.
- » Ensure that all troops participating in the Cookie Program have signed the Troop Product Manager Agreement Cookie Form: Financial Contract and Program Commitment Requirements.
- » Coordinate with the Service Team Cookie Training Specialist to ensure all troops participating in the Cookie Program received Cookie Program Training and Cookie Program supplies.
- » Coordinate with the Cookie Program eBudde Specialist to verify accurate troop eBudde cookie and reward submission and entries.
- » Coordinate with the Cookie Program Girl Rewards Specialist to submit and distribute Girl Rewards.
- » Coordinate with Cookie Program Cookie Delivery Specialist to ensure accurate distribution of product.
- » Assists Council Product Program Team with outstanding troop accounts.

### REQUIREMENTS AND QUALIFICATIONS TO BECOME COOKIE PROGRAM MANAGER

- » Present a positive image of Girl Scouting to girls, volunteers, and community members.
- » Comply with all GSUSA and council policies and procedures, including Volunteer Essentials. Recognize, understand, accept, and support all council goals and objectives, including the Diversity Equity and Inclusion Statement.
- » Be guided in all actions by the Girl Scout Mission, Promise, and Law.
- » Be a registered member of GSACPC with a current background check.
- » Complete Cookie Program council training.
- » Leadership From the Inside Out online resource recommended in gsLearn.
- » Complete Looker Access Agreement to access GSUSA data system.
- » Must be well-trained and comfortable using eBudde; supplemental eBudde training available through gsLearn and at the Cookie Conference.
- » Must be detail oriented, a people person and able to foster teamwork. Candidate must have advanced customer service, computer, verbal and written communication skills and check emails daily.

By signing this agreement, I acknowledge that I have read, understand and agree to all responsibilities and requirements listed in the Recognition Coordinator Team Position Description. In addition, as a volunteer serving in a Service Team position, I understand that some of my work will involve access to information/records that are considered confidential. I acknowledge my responsibility to respect the confidentiality of all volunteer and troop records, to follow council procedures in order to protect privacy and to act in a professional manner. I further understand that if I am found misusing confidential material or not protecting the privacy of others through my actions, I may be released from my position immediately.

SIGNATURE OF VOLUNTEER \_\_\_\_\_ DATE \_\_\_\_\_

**Thank you for your time and commitment!**