SERVICE UNIT PRODUCT MANAGER

### Purpose
Ensure coordination of all aspects of the product program for your troops

### Appointed By and Accountable To
Council Product Manager and LSM/Service Unit Team

### Term
One Product Program

### Responsibilities

#### Program
- Promote entrepreneurship progression and product participation as the key to funding GS experiences and Take Action projects and support your troops to do the same – not as sales or fundraisers.
- Attend the SU Cookie Kickoff hosted by the council Product Team and complete relevant learning modules.
- Highlight resources available to troops and girls to create value in entrepreneurship program participation for parents.
- Partner with your SU team and Product Manager to integrate programming resources into your program kickoff meeting and support your troops to do the same.

#### Operations
- **Troop support:**
  - Stay up-to-date on all communication and resources provided through troop and SU product guides, Volunteer Learning Portal and product team weekly communications.
  - Distribute troop materials and girl recognitions to troops in a timely manner.
- **Money management:** Model and encourage all troops to maintain accurate records and appropriate GSNorCal money handling procedures, receipting all money and product transactions.
- **Database management:** Model and encourage all troops to keep the online inventory and girl order system up-to-date, and assist troops with their data entry as needed.
- **Inventory management:**
  - Implement best practices for proper handling of product on behalf of GSNorCal
  - Provide new troops extra support with inventory planning and management.
  - Strongly encourage frequent communication from troops with excess inventory while keeping your council Product Manager in the loop.

#### Conflict Resolution
- Model commitment to the Girl Scout Promise, Law, and philosophy: *Fair* may mean something different to each person involved.
- Be adaptable and willing to listen: Adjust, modify own behavior and remain flexible and tolerant in response to changing situations and environments.
- Problem-solve with troops using patience and sensitivity with volunteers and parents.
- Maintain consistent communication with your council Product Manager, especially regarding ideas or issues that arise.

### Qualifications & Core Competencies
- Be a registered Girl Scout volunteer with approved GSNorCal background check clearance.
- Enjoy working with, celebrating and supporting all personalities and strengths of troop volunteers.
- Available on key program dates and have reliable access to a computer and internet.
- Strong planning and organizational skills, with time and willingness to carry out responsibilities.
- Accuracy and attention to detail in working with numbers, receipting, and record keeping.
- Financially responsible and comfortable working with large amounts of money.
- Flexible and diplomatic, with good communication skills and available by phone and/or email.

### Appointment

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<thead>
<tr>
<th>Service Unit #/Name</th>
<th>Term begins on: ___________ and ends on ___________</th>
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<tbody>
<tr>
<td>SU Volunteer Email</td>
<td>Cell Phone</td>
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<tr>
<td>SU Volunteer (print)</td>
<td>Appointed by (print)</td>
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<tr>
<th>Signature</th>
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