

SERVICE UNIT PRODUCT MANAGER

PURPOSE	APPOINTED BY AND ACCOUNTABLE TO	TERM
Ensure coordination of all aspects of the product program for your troops	Council Product Manager and LSM/Service Unit Team	One Product Program

RESPONSIBILITIES	<p>Program</p> <ul style="list-style-type: none"> 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. <p>Operations</p> <ul style="list-style-type: none"> <i>Troop support:</i> <ul style="list-style-type: none"> 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. <i>Money management:</i> Model and encourage all troops to maintain accurate records and appropriate GSNorCal money handling procedures, receipting all money and product transactions. <i>Database management:</i> 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. <i>Inventory management:</i> <ul style="list-style-type: none"> 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. <p>Conflict Resolution</p> <ul style="list-style-type: none"> Model commitment to the Girl Scout Promise, Law, and philosophy: <i>Fair</i> 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.
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QUALIFICATIONS & CORE COMPETENCIES	<ul style="list-style-type: none"> 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.
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APPOINTMENT			
Service Unit #/Name	Term begins on: _____ and ends on _____		
SU Volunteer Email	Cell Phone		
SU Volunteer (print)	Appointed by (print)		
Signature	Date	Signature	Date