## SERVICE UNIT PRODUCT MANAGER

<table>
<thead>
<tr>
<th>PURPOSE</th>
<th>APPOINTED BY AND ACCOUNTABLE TO</th>
<th>TERM</th>
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<tbody>
<tr>
<td>Ensure coordination of all aspects of the product program for your troops</td>
<td>Council Product Manager and LSM/Service Unit Team</td>
<td>One Product Program</td>
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## 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 relevant SU Kickoff(s) hosted by the council Product Team.
- 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, receiving 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.

### 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, receiving, 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.
- Willing to learn and commit to the practice of antiracism and anti-oppression, which GSNorCal will be offering ongoing tools and trainings. As a leader at GSNorCal, that means you are open to discovering yourself in a racist and unjust world, connect with your heart wide-open, and take action to make the world better for all people.

## APPOINTMENT

<table>
<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>
<td>Signature</td>
<td>Date</td>
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