TROOP PRODUCT MANAGER

**PURPOSE**
Ensure coordination of all aspects of the product program for your troop

**APPOINTED BY AND ACCOUNTABLE TO**
Troop Leader, Service Unit Team and Council Product Manager

**TERM**
One Product Program

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**Program**
- Promote entrepreneurship progression and product program participation as the key to funding GS experiences – not as sales or fundraisers.
- Attend the Cookie Kickoff hosted by your SU team and complete relevant learning modules.
- Partner with Troop Leader to coordinate a parent meeting and engage girls with program resources to create entrepreneurship program participation value for both girls and parents.
- Distribute product program materials to all girls in your troop – program participation is voluntary.

**Operations**
- **Parent support:**
  - Encourage parents to engage as a team to support all girls in the troop.
  - Stay up-to-date and regularly communicate to parents regarding inventory, financials and weekly program updates.
  - Schedule and coordinate all aspects of booth sales for your troop.
- **Money management:**
  - Review and collect signed Parent Responsibility form with parents.
  - Maintain accurate receipting for all money and product transactions with parents.
  - Ensure funds are collected from parents and deposited into the troop account for successful ACH debits per the schedule.
  - Ensure GSNorCal procedures are followed regarding financial matters, delinquent parents and end of program reconciliation.
- **Database management:**
  - Ensure product and payment transactions in database are accurate for girls and troop at all times.
  - Ensure pending orders are placed in advance when replenishing from Cookie Cupboards (Cookie Program only).
  - Reconcile troop inventory with girl orders in database at the end of the program.
- **Inventory management:**
  - Coordinate troop inventory ordering, re-ordering and distribution.
  - Manage troop inventory to minimize unsold product by communicating regularly with your Troop Leader, SU Product Manager and Cookie Cupboard Managers (Cookie Program only).
  - Distribute program recognitions in a timely manner to motivate and reward girls.

**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 parents using patience and sensitivity.
- Maintain consistent communication with your SU 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 anti-racism and anti-oppression, which GSNorCal will be offering ongoing tools and trainings. As a leader at GSNorCal, that means you are open to discover 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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</thead>
<tbody>
<tr>
<td>Troop Volunteer Email</td>
<td>Cell Phone</td>
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<tr>
<td>Troop Volunteer Name (print)</td>
<td>Appointed by (print)</td>
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