# TROOP PRODUCT MANAGER

<table>
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<th>PURPOSE</th>
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<tr>
<td>Ensure coordination of all aspects of the product program for your troop</td>
<td>Troop Leader, Service Unit Team and Council Product Manager</td>
<td>One Product Program</td>
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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 relevant Kickoff(s) hosted by your council Product Team and your SU team.
- 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:**
  - Ensure parents have submitted their annual Parent Responsibility Agreement form.
  - Maintain accurate recording 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 antiracism 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

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<tr>
<th>Service Unit #/Name</th>
<th>Term begins on: _____________ and ends on _____________</th>
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<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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