

# 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

<b>RESPONSIBILITIES</b>	<p><b>Program</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Attend the SU Cookie Kickoff hosted by the council Product Team and complete relevant learning modules.</li> <li>Highlight resources available to troops and girls to create value in entrepreneurship program participation for parents.</li> <li>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.</li> </ul> <p><b>Operations</b></p> <ul style="list-style-type: none"> <li><i>Troop support:</i> <ul style="list-style-type: none"> <li>Stay up-to-date on all communication and resources provided through troop and SU product guides, Volunteer Learning Portal and product team weekly communications.</li> <li>Distribute troop materials and girl recognitions to troops in a timely manner.</li> </ul> </li> <li><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.</li> <li><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.</li> <li><i>Inventory management:</i> <ul style="list-style-type: none"> <li>Implement best practices for proper handling of product on behalf of GSNorCal.</li> <li>Provide new troops extra support with inventory planning and management.</li> <li>Strongly encourage frequent communication from troops with excess inventory while keeping your council Product Manager in the loop.</li> </ul> </li> </ul> <p><b>Conflict Resolution</b></p> <ul style="list-style-type: none"> <li>Model commitment to the Girl Scout Promise, Law, and philosophy: <i>Fair</i> may mean something different to each person involved.</li> <li>Be adaptable and willing to listen: Adjust, modify own behavior and remain flexible and tolerant in response to changing situations and environments.</li> <li>Problem-solve with troops using patience and sensitivity with volunteers and parents.</li> <li>Maintain consistent communication with your council Product Manager, especially regarding ideas or issues that arise.</li> </ul>
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<b>QUALIFICATIONS &amp; CORE COMPETENCIES</b>	<ul style="list-style-type: none"> <li>Be a registered Girl Scout volunteer with approved GSNorCal background check clearance.</li> <li>Enjoy working with, celebrating and supporting all personalities and strengths of troop volunteers.</li> <li>Available on key program dates and have reliable access to a computer and internet.</li> <li>Strong planning and organizational skills, with time and willingness to carry out responsibilities.</li> <li>Accuracy and attention to detail in working with numbers, receipting, and record keeping.</li> <li>Financially responsible and comfortable working with large amounts of money.</li> <li>Flexible and diplomatic, with good communication skills and available by phone and/or email.</li> <li>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.</li> </ul>
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<b>APPOINTMENT</b>	
Service Unit #/Name	Term begins on: _____ and ends on _____
SU Volunteer Email	Cell Phone
SU Volunteer (print)	Appointed by (print)

Signature	Date	Signature	Date
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