

# Service Unit Team Overview

Each committee in the service unit team is responsible for supporting the troops, adult volunteers, and service unit in a different way. Committee chairs coordinate the activities of that committee.

*Click on the titles below to learn about each service unit team position.*

## Adult Engagement

Responsible for engaging leaders and ensuring learning needs are met.

### Service Unit Advisor

Program Level Mentors

New Leader Mentor

Recognitions Coordinator

Communications / PR Organizer

Service Unit Delegate

## Program

Responsible for providing and supporting program for troops.

### Program Advisor

Event Planners

CSA Advisor

Troop Outdoor Mentor

Event First Aiders

## Membership

Responsible for membership goals for recruitment and retention.

### Membership Advisor

Recruitment Specialist

Retention Specialist

School Reps

## Entrepreneurship

Responsible for supporting troops through product program opportunities.

### Cookie Program Advisor

Initial Order Coordinator

Cookie Booth Coordinator

Cookie Program Mentor

Rewards Coordinator

### Fall Product Program Advisor

## Treasurer

### Service Unit Volunteer Agreement

All Service Unit volunteers must sign the GSNorCal Service Unit Volunteer Agreement. This agreement is valid for the duration of the volunteer appointment (up to three years) and must be renewed if the volunteer continues in a Service Unit role. [Click here to sign the agreement in gsLearn.](#)



# Cookie Program Advisor

## Your Commitment

- Attend and contribute to annual Plan for Success meeting.
- Attend annual Fall Kickoff Summit.
- Complete position-specific training as required.
- Support SU Cookie Rally, initial order delivery, and rewards distribution as needed.
- Be available during program time period with reliable access to computer and internet.
- Conduct after action review with team.
- Problem solve with patience and sensitivity.

## Your Impact

You will be integral to providing volunteers with education which will enable them to empower their Girl Scouts to learn and grow in the five key entrepreneurial skills.

Ensuring consistent support and communication helps to build a community of effective and connected Girl Scout volunteers.

## Primary Responsibilities

- Recruit and coordinate cookie committee.
- Offer support and guidance to troop and SU volunteers.
- Communicate regularly with troop cookie volunteers and ensure they are trained for their role.
- Utilize baker's software to access data, support troops, and finalize SU sales.
- Identify volunteers in need of support and connect them to support and resources.

## Qualifications

- Registered and background screened.
- Strong organizational and communication skills.
- Understanding of the benefits of the cookie program for Girl Scouts, troops, and the community.
- Familiarity with or ability to learn how to use tools, platforms, and resources provided.
- ***Willing to abide by the GSNorCal Culture Code and commit to the practices of anti-racism, anti-oppression and gender-expansive inclusivity.***

## Ongoing Tasks

- Promote and support training of troop volunteers and communicate program updates.
- Respond to volunteer questions throughout the program in a timely manner.
- Review data, allocations, and rewards for initial orders and final reports.
- Support troop volunteers to resolve issues.
- Provide inventory management support as needed.

## Encouraging Community Engagement

- Lead by example! Partner with troops and service units in your area to ensure that everyone is working together towards a unified goal, and supporting the success of all Girl Scouts.
- Ensure Juliettes are included and supported.
- Ensure that volunteers and community partners are recognized and appreciated.



# Initial Order Coordinator

## Your Commitment

- Complete position-specific training as required.
- Ensure that you are available during key program time periods.

## Your Impact

Across council, Initial Order Coordinators ensure that millions of packages of cookies are distributed to troops and Girl Scouts to support their goals.

In this role, through planning and clear communication you will be able to simplify distribution and help it run smoothly.

## Primary Responsibilities

- Secure a distribution site, coordinate delivery and complete required paperwork.
- Recruit a team of adult volunteers and older Girl Scouts to assist if needed.
- Coordinate troop initial order pick ups.

## Qualifications

- Registered and background screened.
- Organizational and communication skills.
- Familiarity with or ability to learn how to use tools, platforms, and resources provided, and access to a computer and internet.
- ***Willing to abide by the GSNorCal Culture Code and commit to the practices of anti-racism, anti-oppression and gender-expansive inclusivity.***

## Ongoing Tasks

- Communicate directly with council regarding any initial distribution issues, sharing documentation as needed.
- Coordinate time slots for troop initial order distribution.
- Communicate effectively with troops with regard to distribution date, sign ups, deadlines, and process.
- On receipt of delivery, double count and verify quantities, and sign paperwork prior to troop distribution.
- Ensure troop cookies are double counted, signed for, and a receipt is provided.

## Encouraging Community Engagement

- Ensure that troops and the team work together and cooperate to facilitate a smooth and successful pick up.
- Clear and consistent support helps to build rapport and connection.
- Show appreciation for community partners who assist with initial order delivery and distribution.



# Cookie Booth Coordinator

## Your Commitment

- Complete position-specific training as required.
- Ensure that you are available during key program time periods.

## Your Impact

Through building community partnerships, you will help improve community visibility and ensure that Girl Scouts has a positive relationship with the local community.

You are providing the opportunity for youth to engage with the community to meet their goals, gain entrepreneurship skills, and to give back to the community that supports them.

## Primary Responsibilities

- Recruit and build partnerships with local community businesses for booth location and scheduling.
- Partner with council staff to ensure that contracts and COIs are issued as needed.
- Partner with SU team to support and guide booth selection process.
- Partner with businesses to resolve any issues that may arise during public sales.

## Qualifications

- Registered and background screened.
- Approachable and friendly.
- Understanding of the benefits of the cookie program for Girl Scouts, troops, and the community.
- Familiarity with or ability to learn how to use tools, platforms, and resources provided, and access to a computer and internet.
- ***Willing to abide by the GSNorCal Culture Code and commit to the practices of anti-racism, anti-oppression and gender-expansive inclusivity.***

## Ongoing Tasks

- Identify opportunities and secure community permission for booth locations.
- Follow booth upload process as outlined by council.
- Partner with neighboring service units to ensure businesses are approached in a professional manner and troop booth requests are handled in a timely and equitable way.
- Review troop booth requests and determine whether or not the booth is permissible, communicating with other team members and council as needed.
- Respond to requests in a timely fashion.
- Ensure that community partners are acknowledged and thanked.

## Encouraging Community Engagement

- Build long term, rewarding relationships with community partners and ensure that troops work cooperatively to support these relationships.
- Strategically utilize booth locations to increase Girl Scouts' visibility and promote the positive impact. Utilize the available recruitment materials offered by councils for cookie booths.
- Recognize and thank community partners and consider nominations for service unit and council awards.



# Cookie Program Mentor

## Your Commitment

- Complete position-specific training as required.
- Ensure that you are available during key program time periods.

## Your Impact

Supporting new cookie volunteers means they will be equipped to empower the Girl Scouts in their troops to take risks, learn, and grow in a safe environment.

You will educate and provide tools for your volunteers to confidently support their troops through the entrepreneurship program in years to come.

## Primary Responsibilities

- Connect and partner with troop volunteers and Juliette caregivers new to the program.
- Offer support and guidance throughout the program regarding platforms, resources, processes, and benefits of the cookie program.

## Qualifications

- Registered and background screened.
- Approachable and friendly.
- Understanding of the benefits of the cookie program for Girl Scouts, troops, and the community.
- Familiarity with or ability to learn how to use tools, platforms, and resources provided, and access to a computer and internet.
- ***Willing to abide by the GSNorCal Culture Code and commit to the practices of anti-racism, anti-oppression and gender-expansive inclusivity.***

## Ongoing Tasks

- Connect with troop volunteers and Juliette caregivers to offer support.
- Keep up to date with program tools, platforms, and resources.
- Encourage new troops, and Juliettes and their caregivers, to attend cookie rally.
- Support new volunteers with software navigation, and in completing tasks and reconciliation on time.
- Provide support and advice to new leaders for financial literacy badge earning opportunities.
- Assist with initial order calculation, rewards, and final cookie allocation.

## Encouraging Community Engagement

- Ensure that troops and the team work together and cooperate to facilitate a smooth and successful cookie program.
- Clear and consistent support helps to build rapport and connection.
- Be sure to recognize and celebrate outstanding troop volunteers.



# Rewards Coordinator

## Your Commitment

- Complete position-specific training as required.
- Ensure that you are available during key program time periods.

## Your Impact

Timely rewards help to recognize Girl Scouts' participation in entrepreneurship programs, encouraging them to set goals, celebrate their successes, and learn and grow in the 5 key entrepreneurship skills.

## Primary Responsibilities

- Partner with SU cookie committee to offer support and guidance to troops regarding rewards.
- Receive, sort, and distribute rewards

## Qualifications

- Registered and background screened.
- Approachable and friendly.
- Familiarity with or ability to learn how to use tools, platforms, and resources provided, and access to a computer and internet.
- ***Willing to abide by the GSNorCal Culture Code and commit to the practices of anti-racism, anti-oppression and gender-expansive inclusivity.***

## Ongoing Tasks

- Support troop volunteers with rewards questions as needed.
- Review troop rewards orders for completion.
- Identify potential issues and support troops to resolve.
- Submit service unit initial and final rewards orders in baker's software by deadline.
- Coordinate rewards distribution.
- Communicate with council as needed to ensure all Girl Scouts receive their rewards.

## Encouraging Community Engagement

- Ensure that troops and the team work together and cooperate to facilitate a smooth and successful cookie program.
- Clear and consistent support helps to build rapport and connection.



# Fall Program Advisor

## Your Commitment

- Complete position-specific training as required.
- Participate in service unit planning each year.
- Attend annual Fall Kickoff Summit.
- Be available during program time period with reliable access to computer and internet.
- Problem solve with patience and sensitivity.

## Your Impact

You will be integral to providing volunteers with education which will enable them to empower their Girl Scouts to learn and grow in the five key entrepreneurial skills.

Ensuring consistent support and communication helps to build a community of effective and connected Girl Scout volunteers.

## Primary Responsibilities

- Provide training, support, and guidance to troop volunteers on all aspects of the Fall Product Program.
- Coordinate order distribution.
- Sort and distribute rewards.

## Qualifications

- Registered and background screened.
- Strong organizational and communication skills.
- Understanding of the benefits of the Fall Program for Girl Scouts, troops, and the community.
- Familiarity with or ability to learn how to use tools, platforms, and resources provided.
- ***Willing to abide by the GSNorCal Culture Code and commit to the practices of anti-racism, anti-oppression and gender-expansive inclusivity.***

## Ongoing Tasks

- Receive and distribute program materials.
- Support and promote training of troop volunteers and communicate program updates.
- Read council updates.
- Respond to volunteer questions throughout the program in a timely manner.
- Review troop orders for completion.
- Coordinate order pickup with troop volunteers and Juliette caregivers.
- Ensure accuracy and attention to detail when working with data entry.
- Provide inventory management support if needed.
- Review final package allocations and reward selections and resolve issues.
- Sort and distribute rewards in a timely manner.

## Encouraging Community Engagement

- Lead by example! Partner with troops and service units in your area to ensure that everyone is working together towards a unified goal, and supporting the success of all Girl Scouts.
- Ensure Juliettes are included and supported.
- Ensure that volunteers and community partners are recognized and appreciated.