girl scouts heart of michigan

Service Unit Cookie Program Manager

Position Summary: The Service Unit Cookie Program Manager (SUCPM) is a key volunteer leadership position responsible for supporting the successful implementation of the Girl Scouts Heart of Michigan (GSHOM) Cookie Program within the service unit. Appointed by and accountable to the Membership Specialist and Product Program Specialist, the Service Unit Cookie Program Manager works in partnership with GSHOM staff, troop volunteers, and service unit leadership to coordinate a positive, organized, and girl-led Cookie Program experience.

The Service Unit Cookie Program Manager serves as the primary point of contact for Troop Cookie Program Managers and troop leaders within the service unit, providing guidance, resources, training support, and encouragement throughout the Cookie Program.

Through this leadership role, the SUCPM helps create opportunities for girls to develop confidence, leadership, and entrepreneurial skills while supporting troop goals and strengthening the Girl Scout experience.

Reports To:

- Membership Specialist
- Product Program Specialist
- Girl Scouts Heart of Michigan Product Program Team

Term of Service:

This volunteer appointment is for a **one-year term** and is subject to annual evaluation. Reappointment may be offered based on successful completion of responsibilities, adherence to GSHOM policies and procedures, and continued interest in serving in the role.

Primary Responsibilities:

Program Leadership & Support

- Serve as the primary Cookie Program resource and support contact for Troop Cookie Program Managers and troop leaders within the service unit.
- Partner with GSHOM staff to coordinate and implement a successful Cookie Program.
- Complete all required Cookie Program training and volunteer requirements.

- Understand and support the implementation of GSHOM Cookie Program policies, procedures, safety guidelines, and deadlines.
- Encourage participation and promote a positive Cookie Program experience for girls and volunteers.

Communication & Volunteer Engagement

- Communicate Cookie Program updates, deadlines, procedures, training opportunities, and resources to troop volunteers in a timely and accurate manner.
- Support Troop Cookie Program Managers by answering questions, providing guidance, and connecting volunteers with appropriate resources.
- Encourage collaboration and information sharing among troop volunteers within the service unit.
- Respond promptly to communications from GSHOM staff and troop volunteers.
- Maintain professional, respectful, and solution-focused communication.

Training & Volunteer Development

- Support Troop Cookie Program Managers in understanding Cookie Program processes, systems, and expectations.
- Encourage troop volunteers to participate in required training and utilize available resources.
- Help create a supportive environment where volunteers feel prepared and confident in their roles.
- Share best practices and provide encouragement throughout the Cookie Program.

Cookie Program Operations

- Assist troops with understanding cookie ordering processes, inventory management, cookie booths, transfers, and program procedures.
- Support troop volunteers in meeting important Cookie Program deadlines.
- Assist with problem-solving and escalate questions or concerns to GSHOM staff when appropriate.
- Support accurate completion of required program documentation and reporting.
- Assist with service unit-level Cookie Program logistics as needed.

Financial Accountability & Compliance

- Promote understanding and adherence to GSHOM financial policies and Cookie Program procedures.
- Encourage Troop Cookie Program Managers to maintain accurate records and complete required financial responsibilities.
- Immediately communicate concerns regarding financial issues, product discrepancies, policy concerns, or other situations impacting the success of the Cookie Program to GSHOM staff.

Recognition & Celebration

- Encourage recognition of girls and volunteers for their participation, accomplishments, and leadership.
- Celebrate troop successes and highlight the positive impact of the Cookie Program.
- Promote the value of the Cookie Program as a leadership experience, not just a fundraiser.

Qualifications

- Current registered and approved Girl Scouts Heart of Michigan volunteer.
- Successful completion of required volunteer onboarding and background screening requirements.
- Completion of required Cookie Program training.
- Strong communication, organization, and leadership skills.
- Ability to support and mentor volunteers in a positive and encouraging manner.
- Ability to maintain confidentiality regarding girl, family, volunteer, and financial information.
- Comfortable using digital communication tools, online systems, and virtual resources.

Volunteer Expectations

The Service Unit Cookie Program Manager is expected to:

- Serve as a positive role model for girls and volunteers.
- Demonstrate professionalism, integrity, and respect in all interactions.
- Foster an inclusive, welcoming, and supportive environment for all Girl Scouts.
- Promote the Girl Scout Leadership Experience by keeping girls at the center of the Cookie Program.
- Encourage girls to take the lead in setting goals, making decisions, and building entrepreneurial skills.
- Support and uphold the mission, values, and policies of Girl Scouts Heart of Michigan.

Support Provided by Girl Scouts Heart of Michigan

Girl Scouts Heart of Michigan is committed to supporting Service Unit Cookie Program Managers by providing:

- Cookie Program training and educational resources.
- Product Program materials and online systems.
- Timely communication regarding deadlines, procedures, and program updates.
- Guidance and support from Membership Specialists, Product Program Specialists, and GSHOM staff.
- Resources to assist volunteers in creating a successful Cookie Program experience.
- Recognition and appreciation for volunteer leadership and service.

Impact of the Role:

The Service Unit Cookie Program Manager empowers girls and supports volunteers throughout the Cookie Program. Through leadership, guidance, and encouragement, this volunteer helps girls build confidence, leadership skills, and entrepreneurial abilities they can use throughout their lives.

Through this role, the Service Unit Cookie Program Manager helps create a successful Cookie Program experience that supports Girl Scout adventures, community impact, and lifelong learning.