girl scouts heart of michigan

Troop Cookie Program Manager

Position Summary: The Troop Cookie Program Manager (TCPM) is a key volunteer leadership role responsible for coordinating and supporting a successful Girl Scouts Heart of Michigan (GSHOM) Cookie Program experience at the troop level. Working in partnership with the troop leadership team, Service Unit Cookie Program Manager, and GSHOM Product Program staff, the Troop Cookie Program Manager helps girls develop essential entrepreneurial skills while working toward their individual and troop goals.

The Troop Cookie Program Manager serves as the primary point of contact for cookie-related activities within the troop, providing guidance, communication, and support to girls, caregivers, and troop volunteers throughout the Cookie Program.

Reports To:

- Troop Leadership Team
- Service Unit Cookie Program Manager
- Girl Scouts Heart of Michigan Product Program Staff

Term of Service:

This volunteer position is seasonal and begins with Cookie Program preparation and training. The appointment concludes after all Cookie Program responsibilities have been completed, including final financial reconciliation, product distribution, reward fulfillment, and required reporting.

Primary Responsibilities:

Program Administration

- Complete all required Girl Scouts Heart of Michigan volunteer onboarding, background screening, and Cookie Program training requirements.
- Review and follow all GSHOM Cookie Program policies, procedures, safety guidelines, deadlines, and financial requirements.
- Register the troop for participation in the Cookie Program by established deadlines.
- Manage the troop's cookie ordering and management systems, ensuring all information is accurate and submitted on time.

- Submit initial orders, additional cookie requests, booth information, final paperwork, and other required documentation by established deadlines.
- Maintain accurate records related to cookie inventory, sales, rewards, communications, and finances.

Communication & Family Support

- Serve as the primary Cookie Program contact for troop families.
- Communicate important Cookie Program information, deadlines, training opportunities, procedures, and expectations in a timely and accurate manner.
- Assist girls and caregivers with understanding the Cookie Program process, online tools, ordering procedures, and resources.
- Respond promptly to communications from the Service Unit Cookie Program Manager and GSHOM Product Program staff.
- Provide encouragement and support to girls and families throughout the Cookie Program experience.

Girl Leadership & Entrepreneurial Experience

- Encourage girls to take an active leadership role in the Cookie Program by setting goals, making decisions, and managing their cookie business.
- Support girls in developing the five essential skills of the Cookie Program:
    - Goal Setting
    - Decision Making
    - Money Management
    - People Skills
    - Business Ethics
- Ensure cookie activities remain girl-led whenever possible.
- Create opportunities for girls to practice confidence, communication, teamwork, and leadership skills.
- Celebrate girls' accomplishments and contributions throughout the program.

Cookie Inventory & Distribution

- Coordinate troop cookie pickup and distribution to participating girls and families.
- Maintain accurate records of cookies received, distributed, transferred, and sold.
- Monitor troop inventory and assist families in managing cookie orders responsibly.
- Coordinate cookie booths and additional selling opportunities in accordance with GSHOM guidelines.
- Ensure all cookie handling and distribution practices follow council safety procedures.

Financial Management

- Collect, safeguard, and accurately account for all money received from cookie sales.
- Maintain accurate financial records for individual girl sales and troop transactions.
- Submit troop payments according to GSHOM financial procedures and deadlines.
- Ensure troop cookie finances remain accurate and compliant with council requirements.
- Address and communicate any financial concerns or discrepancies promptly.

Rewards & Recognition

- Review girl reward information for accuracy.
- Coordinate distribution of Cookie Program rewards.
- Recognize girls for their participation, goal achievement, and entrepreneurial efforts.
- Encourage a positive and rewarding experience for all participating girls.

Qualifications:

- Current registered and approved Girl Scouts Heart of Michigan volunteer.
- Successful completion of required background screening and volunteer onboarding requirements.
- Completion of required Cookie Program training.
- Strong organizational, communication, and problem-solving skills.
- Ability to manage financial responsibilities with accuracy and integrity.
- Comfortable using online systems, email, and digital communication tools.
- Ability to maintain confidentiality regarding girl, family, volunteer, and financial information.

Volunteer Expectations:

The Troop Cookie Program Manager is expected to:

- Serve as a positive role model for Girl Scouts and fellow volunteers.
- Demonstrate professionalism, integrity, and respect in all interactions.
- Promote an inclusive and welcoming environment where all girls have the opportunity to participate.
- Maintain timely, respectful, and effective communication with girls, caregivers, volunteers, and GSHOM staff.
- Support the Girl Scout Leadership Experience and ensure girls remain at the center of the Cookie Program.
- 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 Troop Cookie Program Managers by providing:

- Cookie Program training and educational resources.
- Cookie Program materials and online management tools.
- Ongoing communication regarding deadlines, procedures, and program updates.
- Guidance and assistance from Product Program staff and the Service Unit Cookie Program Manager.

- Resources to help volunteers support a successful girl-led Cookie Program experience.
- Recognition and appreciation for volunteer service.

Impact of the Role:

The Troop Cookie Program Manager plays an essential role in creating meaningful leadership opportunities for girls. Through the Cookie Program, girls learn valuable skills that build confidence, independence, and resilience while earning funds to support troop activities, community service projects, and leadership experiences.

By serving in this role, volunteers help girls discover their potential, achieve their goals, and develop skills that will last a lifetime.