

Name of Position	Service Unit Product Program Manager - Cookies
Annually Appointed By	Volunteer Support Staff (in collaboration with Service Unit Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Support Staff Product Program Customer Care
Role Description	Provides leadership for the service unit during the annual Cookie Program.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Be available during cookie season.</li> <li>• Present product program info to your service unit and be able to demonstrate how to find and use electronic training and program resources.</li> <li>• Manage troop activity through web-based programs to ensure overall execution of the sale.</li> <li>• Collaborate with Product Program Council Staff to schedule and oversee cookie deliveries for the service unit.</li> <li>• Be the service unit point person for the troops to answer questions and provide direction in a timely manner.</li> <li>• Identify participating new troops and provide additional context and training, as needed.</li> <li>• Remain informed about current procedures and guidelines through emails and Cookiegrams.</li> <li>• Access Looker for reports, as needed.</li> <li>• Able to check email and Facebook regularly through the cookie season year and answer questions within 24-48 hours.</li> <li>• Participation in the Product Program Facebook group for networking with other volunteers is encouraged but not required.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>