



Service Unit Product Program Manager Position Description & Agreement Form

SUMMARY: The Service Unit Product Program Manager (SUPPM) manages all facets of GSMISTS Product Programs for a service unit, providing supervision and support as needed. She/He is a member of the service unit team.

RESPONSIBILITIES, DUTIES, & EXPECTATIONS: The SUPPM provides leadership for, support of, and generates enthusiasm for the Product Program experience in the service unit.

SUPERVISION: The SUPPM is appointed and accountable to GSMISTS Product Program staff. She/He is supported by other GSMISTS staff member, including the Service Unit/Troop Support Coordinator and Customer Care.

TERM OF APPOINTMENT: The SUPPM is appointed for a one-year term that is renewable upon completion of evaluation processes. She/He can expect a minimum of 2-5 hours of service weekly, depending on the needs of the service unit and product programs. This is a seasonal position. Ideally, no one person should serve in more than one service team role.

REQUIREMENTS: Service Unit Product Program Manager Training (Fall Sale and Cookie Sale), Troop Management Training, Membership Year Kick-Off in August, Fall Meeting in November, Mid-Year Meeting in February/March, monthly service unit team webinars.

I understand my responsibilities are:

- I will complete the training required for the Service Unit Product Program Manager position.
Yes _____ No _____
- I will generate enthusiasm for the Girl Scout Product Program experience.
Yes _____ No _____
- I will provide leadership and support, emphasizing the 5 skills learned through the Product Program experience.
Yes _____ No _____
- I will coordinate the Product Program experience for my service unit, including ordering and delivery logistics.
Yes _____ No _____
- I will become proficient in the use of Product Program software (M2Media and Smart Cookies)
Yes _____ No _____

- I will work with the service unit team and GSMISTS Service Unit and Troop Support Coordinator to develop an annual Service Plan of Work.

Yes_____ No_____

- I will create a welcoming atmosphere by encouraging and supporting all Girl Scout Members and families.

Yes_____ No_____

- I will provide support in managing conflicts that may arise among the membership within the service unit.

Yes_____ No_____

- I will ensure all members follow Product Program guidelines and GSMISTS Volunteer Policies and Procedures.

Yes_____ No_____

I understand and meet the qualifications and core competencies listed below:

- I have strong management skills, including planning and coordinating.

Yes_____ No_____

- I have strong communication skills and am comfortable with public speaking and networking.

Yes_____ No_____

- I am able to meet GSMISTS deadlines and complete tasks in a timely manner.

Yes_____ No_____

- I am able to apply appropriate conflict resolution techniques.

Yes_____ No_____

- I am able to access e-mail and the Internet. I understand I will need to communicate with GSMISTS staff and other members of the service unit through e-mail. I also understand I will receive information from GSMISTS staff and other members of the service unit team through e-mail that may need to be forwarded to troop leaders in the service unit.

Yes_____ No_____

CODE OF CONDUCT:

As part of my responsibility as a GSMISTS Volunteer:

- I believe in the aims and purposes of Girl Scouting.

Yes_____ No_____

- I am willing and able to devote sufficient time to planning and coordinating the duties of this position.

Yes_____ No_____

- I will demonstrate dependability, honesty, credibility, and resourcefulness.

Yes_____ No_____

- I will positively promote GSMISTS's programs, services, and goals to the community-at-large.

Yes_____ No_____

- I will act in the best interest of GSMISTS by conducting myself professionally and in accordance with the Girl Scout Promise and Law.

Yes_____ No_____

- I will maintain current knowledge of the Girl Scout National Program Portfolio, Product Program guidelines, Volunteer Essentials, Safety Activity Checkpoints, and GSMISTS Volunteer Policies and Procedures.

Yes_____ No_____

- I will create a positive attitude toward Girl Scouting in the community.

Yes_____ No_____

VOLUNTEER AGREEMENT:

- I agree to meet the qualifications and fulfill the duties, expectations and requirements as outlined above.

Yes_____ No_____

- I am an approved volunteer with a current Girl Scouts of the USA membership and background check on file.

Yes_____ No_____

- I will maintain confidentiality.

Yes_____ No_____

- I agree to receive e-mail messages from GSMISTS.

Yes_____ No_____

I accept the commitment and responsibilities set forth above for the Service Unit Product Program Manager position.

Print Name

Service Unit #

Service Unit Name

Signature

Date

Staff Signature

Date