

Service Unit Cookie Mentor Volunteer Position Description

Summary of Position: Support the annual Girl Scouts of Eastern Massachusetts (GSEMA) Cookie Program by volunteering time as a Service Unit Cookie Mentor. This position is responsible for working with troops within the service unit to support the Cookie Program.

Term of Appointment: Approximately 4-5 months

Reports to/Partners with: GSEMA Product Program Team

Requirements: Volunteer has participated as a Troop Cookie Coordinator for at least one cookie season.

BASIC RESPONSIBILITIES:

- Become familiar with the Cookie Program products, procedures, recognition plan and troop incentives such that you are able to answer troop volunteer questions comfortably.
- Encourage troop participation and promote the Cookie Program.
- Receive program materials and distribute in a timely manner.
- Provide support to Troop Cookie Coordinators and other troop volunteers.
- Provide extra time and support for new Troop Cookie Coordinators.
- Facilitate booth sales in your service unit or seek out another volunteer to Co-Mentor and act as booth sale coordinator.
- Facilitate booth sales outside your service unit by contacting that service unit's mentor for availability.
- Facilitate cookie swaps among troops within the service unit and with other service units.

RECOGNITION RESPONSIBILITIES

- Oversee the assignment of cookies by troops to girls in Smart Cookies.
- Ensure that all troops within your service unit complete recognition orders in Smart Cookies by the deadline.
- Receive and distribute to troops girl program recognitions in a timely manner.

COMMUNICATIONS

- Conduct open and positive communications with Product Program Team as needed.
- Act as liaison between GSEMA Product Program Team and troop volunteers.
- Review Cookie Program weekly Sunday emails and use Team App (join GSEMA Product Program Team) to stay up-to-date on the program.

- Proactively communicate with all troops within your Service Unit reminders of program details and deadlines.
- Report any concerns to council about unsuitable troop behavior.

FINANCIAL RESPONSIBILITIES

- Supervise Cookie Program activity by ensuring all troops have submitted the online Troop Bank Account form to council. Use the "Troop Missing Bank Info" report in Smart Cookies.
- Accept financial responsibility of girl recognitions received from the Cookie Program vendor, until signed for and received by Troop Volunteers.
- Withhold recognitions for troops with outstanding balances until notified by GSEMA.

QUALIFICATIONS

- Must be a MY2020 registered adult member of Girl Scouts of Eastern Massachusetts
- Must have a current GSEMA CORI on file
- Must have access to a computer with internet capability
- Comprehensive computer knowledge; willing to learn online database system- Smart Cookies

If you would like to learn more about this position or volunteer please contact customercare@gsema.org