Service Unit Cookie Mentor
Position Description

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

Expected Commitment: Approximately 4-5 months

Reports to/Partners with: GSEMA Product Program Team

This Product Program volunteer role description automatically incorporates the agreements made in the GSEMA Online Volunteer Agreement. If you have not completed that agreement yet, please do so now using the following link: Online Volunteer Agreement.

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.
- Become familiar with the GSEMA COVID-19 Safety Guidelines.*
- Encourage troop participation and promote the Cookie Program.
- Receive program materials and distribute in a timely and manner.
- Provide support to Troop Cookie Coordinators and other troop volunteers.
- 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.
- 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.
- 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:
- Be in good financial standing with GSEMA.
- Must have access to a computer with internet capability
- Comprehensive computer knowledge; willing to learn online database system- Smart Cookies
- Agree to the volunteer provisions listed in the annual Online Volunteer Agreement, including but not limited to annual membership; a criminal background check; confidentiality of member information (CISP); and the Girl Scout commitment to work with all without regard to race, ethnicity/culture, religion, socio-economic status, gender, gender identity and expression, sexual orientation, or differing abilities.

girl scouts
of eastern
massachusetts