

Name of Position	Service Unit Cookie Manager
Annually Appointed By	Product Program Director (in collaboration with Service Unit Manager and Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager 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, including submitting cookie and rewards orders by deadlines.</li> <li>• Collaborate with Product Program Council Staff to manage and recruit volunteers for initial cookie distribution to troops. This may include securing a cookie delivery location.</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 training, emails, and eBudde messages.</li> <li>• Access Looker for reports, to verify troop cookie manager requesting access to the inventory management system (eBudde) are registered and background checked.</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> <li>• Support booth site coordination within Council boundaries.</li> <li>• Assist in ensuring that troops, caregivers and girls follow booth guidelines within their Service Unit boundaries</li> <li>• Receive and distribute rewards accurately and timely.</li> </ul>

Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> <li>• Believe in and subscribe to the principles expressed in the Girl Scout Mission, Promise, and Law and abide by the policies and standards of GSHNC and GSUSA</li> </ul>
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July 2025

Name of Position	Service Unit Adult Awards Coordinator
Annually Appointed By	Service Unit Manager (in collaboration with Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Customer Care
Role Description	Ensures that volunteers feel supported, recognized, and appreciated on a regular basis.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Cultivate a culture of ongoing gratitude and encouragement within the service unit.</li> <li>• Form and manage a recognition committee of 2-4 volunteers.</li> <li>• Actively seek out new people to nominate to build engagement with newer leaders while still thanking long term, high performing volunteers.</li> <li>• Encourage and educate troop leaders and volunteers on the nomination process and types of awards.</li> <li>• Initiate and support the nomination process and ensure nominations are made by the deadline.</li> <li>• Ensure award order form is submitted on time and accurately.</li> <li>• Coordinate with committee members and service unit team to plan a service unit event to recognize and thank leaders.</li> <li>• Plan and implement frequent informal recognition at service unit meetings and social media shoutouts.</li> <li>• Opportunity to work with the Service Unit Manager in collecting volunteer tenure information for service unit milestone recognition.</li> <li>• Opportunity to partner with the Event Coordinator to create a Bridging Ceremony.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>

Name of Position	Service Unit Communications Coordinator
Annually Appointed By	Service Unit Manager (in collaboration with Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Customer Care
Role Description	Ensures that accurate, timely, and engaging information is shared throughout the service unit to keep volunteers and families informed, connected, and engaged with Girl Scout opportunities, updates, and events.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Manage communication within the service unit by sharing updates from council, service unit meetings, and service team leaders through emails, newsletters, and/or social media.</li> <li>• Publicize service unit and council events, trainings, and opportunities to troop leaders and caregivers in a clear and consistent manner.</li> <li>• Help create and maintain a welcoming and informed environment by providing volunteers with the tools and resources they need to stay connected.</li> <li>• Maintain or contribute to service unit social media accounts or websites, ensuring information is current, accurate, and aligned with Girl Scout values and branding.</li> <li>• Work closely with other service team members to align messaging, timelines, and outreach across the service unit.</li> <li>• Highlight troop activities, community partnerships, and volunteer achievements to boost morale and increase visibility.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>

Name of Position	Service Unit Community Service Coordinator
Annually Appointed By	Service Unit Manager (in collaboration with Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Customer Care
Role Description	Promotes a culture of service by helping troops and service unit identify and participate in meaningful service projects throughout the year. This role supports Girl Scouts' commitment to making a positive impact in the community while encouraging girl-led service at all levels.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Research and connect with local organizations, nonprofits, and community groups to identify age-appropriate service opportunities for troops and the service unit.</li> <li>• Communicate upcoming community service opportunities with troop leaders and caregivers through email, service unit meetings, or newsletters. Share best practices and guidelines for planning service projects.</li> <li>• Organize or assist in the planning of at least two service unit-wide community service project per year, such as food drives, clean-up events, or donation campaigns.</li> <li>• Promote service opportunities that empower girls to take the lead in identifying needs, planning, and executing their projects.</li> <li>• Encourage troops to log service hours and share stories of impact. Help recognize and celebrate troop and individual contributions during service unit events or newsletters.</li> <li>• Help girls, and volunteers understand the President's Volunteer Service Award criteria, track eligible service hours, and assist with the application or submission process to ensure those who qualify are recognized for their outstanding commitment to service.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>

Name of Position	Service Unit Data Coordinator
Annually Appointed By	Service Unit Manager (in collaboration with Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Customer Care
Role Description	Supports the service unit by reviewing and sharing data insights to help guide decision-making around membership, renewals, recruitment, and engagement. Using the council's data platform, Looker, this role ensures leaders and the service team have access to accurate, actionable information.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Regularly log into Looker to review membership reports, renewal progress, and recruitment trends for the service unit.</li> <li>• Provide monthly updates to the service unit team and troop leaders, including progress toward recruitment and renewal goals, troop participation levels, and membership changes.</li> <li>• Collaborate with the Communications Coordinator and Service Unit Manager to ensure leader and caregiver contact information is up to date in order to distribute important information efficiently and effectively.</li> <li>• Help identify and flag data discrepancies in Looker reports to council staff when needed and assist troops in understanding their data.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>

Name of Position	Service Unit Event Coordinator
Annually Appointed By	Service Unit Manager (in collaboration with Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Customer Care
Role Description	Oversees the creation, marketing, and execution of service unit events designed to meet the needs and interest of girls and further the Girl Scout mission.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Recruit a team of additional volunteers to assist with the planning and implementation of service unit events.</li> <li>• Oversee the planning and logistics of the events including site reservation and fees, registration process, cleanup and material purchases in collaboration with Service Unit Manager.</li> <li>• Serve as the point of contact for both Girl Scout attendees and event site staff.</li> <li>• Ensure all events meet safety guidelines as stated in Volunteer Essentials and Safety Activity Checkpoints.</li> <li>• Complete brand training and stay up to date with brand guidelines from GSHNC and GSUSA to create appropriate marketing materials.</li> <li>• Evaluate events using post-event surveys to plan for the following year.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>

Name of Position	Service Unit Juliette Advisor
Annually Appointed By	Service Unit Manager (in collaboration with Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Community Engagement Specialist Customer Care
Role Description	Supports and mentors individually registered Girl Scouts, known as Juliettes, and their families. This role helps ensure that independent Girl Scouts have access to meaningful experiences, resources, and a sense of community, even though they are not affiliated with a traditional troop.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Provide guidance, encouragement, and regular communication to Juliette caregivers and girls within the service unit.</li> <li>• Help Juliettes identify and participate in council events, badges, journeys, and service opportunities that align with their interests and Girl Scout grade level.</li> <li>• Offer support in planning and tracking badge work, Take Action projects, and Highest Awards (Bronze, Silver, Gold), ensuring Juliettes have the resources they need to succeed.</li> <li>• Coordinate occasional gatherings, virtual or in-person, to build community among Juliette families and help girls feel included and supported.</li> <li>• Direct families to relevant council tools, including the Volunteer Toolkit (VTK), the Girl Scout shop, program guides, and council contacts.</li> <li>• Ensure Juliette families receive timely updates about council events, deadlines (such as cookie program participation or award submissions), and service unit activities they can join.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>



Name of Position	Service Unit Manager
Annually Appointed By	Volunteer Engagement Manager
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Community Engagement Specialist Product Program Customer Care
Role Description	Leads the service unit by providing coaching and motivation for service team volunteers, troop leaders, parents/caregivers and girls. This position requires the ability to conduct meetings and complete safety and logistical expectations, including meeting deadlines.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Ensure the Girl Scout mission, program goals, and inclusive principles are reflected in the service unit communication and activities.</li> <li>• Identify, recruit, appoint, support, and develop the service team volunteers.</li> <li>• Manage the service unit communication and finances while providing oversight for all product program and event activities.</li> <li>• Schedule regular service unit meetings (in person or virtual) to communicate news, review plans, provide leader networking, training, and discuss any issues relevant to the service unit.</li> <li>• Support and initiate efforts to grow Girl Scouts in your local community and create unique and sustainable community partnerships.</li> <li>• Use 2 forms of communication (text, email, Facebook or other social media formats) to ensure timely communication of information to troop leaders and volunteers.</li> <li>• Maintain online guidelines for SU Facebook or Social Media groups.</li> <li>• Maintain open communication with council staff.</li> <li>• Involve service unit team in the planning, execution, and implementation of the Esprit De Corp Award.</li> <li>• When necessary, implement conflict resolution techniques, and maintain regular communication with Volunteer Engagement Manager regarding any conflicts.</li> <li>• Maintain confidentiality of volunteer and girl contact information as well as any conflicts or concerns.</li> <li>• Ensure volunteers are recognized for their accomplishments and contributions.</li> <li>• Access Looker for reports, as needed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> <li>• Participation in the Service Unit Manager 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 and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>

Name of Position	Service Unit New Leader Mentor
Annually Appointed By	Service Unit Manager (in collaboration with Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Community Engagement Specialist Placement Specialist Customer Care
Role Description	Builds a relationship with new leaders to help them to feel connected with their service unit, and shares service unit information needed to be successful and confident in their first two years.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Connects with new leaders after the “You are officially a Co-Leader - Important information inside” email, welcoming leaders to the service unit and providing helpful local service unit information (contact information, calendar, upcoming events) in collaboration with the Service Unit Manager.</li> <li>• Remind new leaders of service unit meetings and events through text, phone or email, inviting them to attend and providing context for each event. <i>Example: We will be learning more about cookies and receiving packets of information to share with your families at our next meeting.</i></li> <li>• Act as a friendly contact for new leader questions and knowing when to refer leaders to the New Troop Engagement Leader. <i>New Leader Liaisons (what role is this) are not expected to be Girl Scout programming or procedure experts.</i></li> <li>• Contact the Volunteer Engagement Manager or Placement Specialist with any new leader concerns to assist with their successful onboarding.</li> <li>• Connect new leaders to the Treats and Reads Manager and Cookie Manager to communicate service unit product information and ensure new troops receive training and resources.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>

Name of Position	Service Unit Recruitment Coordinator
Annually Appointed By	Service Unit Manager (in collaboration with Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Community Engagement Specialist Customer Care
Role Description	Connects the council staff recruiter to opportunities in the community and schools to help bring prospective families to Girl Scouts.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Work with school staff to place Girl Scout information in the school.</li> <li>• Serve as a friendly and welcoming face at Girl Scout opportunities in the area.</li> <li>• Attend or help find other volunteers to attend events geared toward reaching new families in your community and school, like Open House, Back-to-School Nights and Kindergarten Round Ups.</li> <li>• Be a champion for Girl Scouts in your community via social media channels.</li> <li>• Serve as the point of contact for recruitment-related updates within the service unit. This includes regularly communicating information about upcoming recruitment events, current goals, and monthly progress toward new girl membership.</li> <li>• Support troop leaders in completing and submitting the Participation Catalog accurately and on time, helping ensure their troops are visible and open to new members.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>

Name of Position	Service Unit Sister-to-Sister Coordinator
Annually Appointed By	Service Unit Manager (in collaboration with Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Fund Development Specialist Customer Care
Role Description	Serves as the liaison between the service unit and the council's fundraising efforts through the Sister-to-Sister campaign. This role helps promote and encourage participation in the campaign at the troop and service unit level, ensuring that volunteers and caregivers are aware of the opportunity to contribute to the Girl Scouts in their community.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Share information about the Sister-to-Sister fundraising initiative within the service unit, including its purpose, impact, and how to give.</li> <li>• Motivate troops and families to support the campaign by making personal contributions or sharing the fundraising link within their networks.</li> <li>• Collaborate with council staff or service unit leadership to track progress toward goals and communicate updates during service unit meetings or in newsletters.</li> <li>• Help recognize donors and participating troops with thank-you messages, special mentions, or small incentives when appropriate.</li> <li>• Stay informed on current Sister-to-Sister campaigns, giving deadlines, and messaging by maintaining contact with Fund Development staff or designated council contacts.</li> <li>• Share campaign materials or set up service unit events to encourage giving and increase awareness of the campaign's impact.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>

Name of Position	Service Unit Treasurer
Annually Appointed By	Volunteer Engagement Manager (in collaboration with Service Unit Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Community Engagement Specialist Finance Department Customer Care
Role Description	Works closely with the Service Unit Manager to manage the budget, verify that all forms are completed in a timely manner and provide support to the service team.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Co-sign on the service unit bank account with Service Unit Manager.</li> <li>• Work in collaboration with the Service Unit Manager to maintain accurate financial records and receipts for the service unit and complete the annual finance report by the due date.</li> <li>• Assist service unit team in setting yearly budget.</li> <li>• Share timely updates with the service team.</li> <li>• Assist with troop compliance for council financial and administrative procedures.</li> <li>• Understand the troop banking process and assist troops in opening new bank accounts and submitting their ACH form.</li> <li>• Assist troops with submitting their Annual Troop Reports and ensure troops submit them on time.</li> <li>• Access Looker for reports, as needed.</li> <li>• Able to check email and Facebook regularly through the membership year and answer questions within 24-48 hours.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> </ul>

Name of Position	Service Unit Treats and Reads Manager - Fall Product
Annually Appointed By	Product Program Director (in collaboration with Service Unit Manager and Volunteer Engagement Manager)
Must have good working relationship with the following council staff teams and maintain regular two-way communication	Volunteer Engagement Manager Product Program Customer Care
Role Description	Provides leadership for the service unit during the annual Fall Program.
Role Responsibilities	<ul style="list-style-type: none"> <li>• Be available during the fall product program season.</li> <li>• Present product program info to your service unit and 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>• Be the service unit point person for the troops to answer questions and provide directions 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 trainings.</li> <li>• Access Looker for reports, as needed.</li> <li>• Able to check email and Facebook regularly through the fall product season 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> <li>• Receive and distribute nut and candy products to troops accurately and timely.</li> <li>• Receive and distribute rewards to troops accurately and timely.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Must be a registered member of GSUSA.</li> <li>• Must pass a criminal and driving background check.</li> <li>• Must complete all required safety and position training.</li> <li>• Able to demonstrate leadership, organizational, and presentation skills.</li> <li>• Believe and subscribe to the principles expressed in the Girl Scout Mission, Promise and Law, and abide by the policies and standards of GSHNC and GSUSA.</li> </ul>