



Cookie Support Team Position Description

Position Summary: Become a part of the largest Girl led business! Join the Cookie Support Team and assist girls and volunteers in reaching their entrepreneurial skills. Become a cookie expert, manage a cookie cupboard, assist at a service center, deliver cookies or distribute recognitions!

Term of Appointment: Cookie Support team members are appointed for a one year term with flexible hours per week after successful completion of two hour cookie training, and the completion of an application and background check process. Internet access is required for all positions. The term is renewable upon completion of evaluation process.

Cookie Team Roles and Responsibilities:

Cookie Expert supports volunteers by replying to cookie inquiries through cookies@gswise.org for a minimum commitment of 4 hours per week. Cookie Experts must be knowledgeable in all aspects of the cookie program activities and ABC Snap and have had 2 years of cookie captain experience.

Cookie Cupboard Managers are responsible for securing a location for a cookie cupboard and managing the cookie cupboard by keeping accurate inventory, accepting deliveries weekly, sorting cookies into troop planned orders and logging all cupboards to troop transfers into snap weekly. There is a 4-8 hours weekly commitment throughout February.

Delivery Station Managers are responsible for directing all aspects of a cookie delivery station by securing a delivery station specific to the region, checking troops in ABC snap, communicating with troops for pick up times, recruiting and scheduling volunteers, meeting deliver trucks at delivery stations, and keeping inventory. There is a commitment for delivery prep time that is approximately 8 hours, delivery day up to 12 hours.

Recognition Distribution Managers are responsible for directing cookie recognition distribution for a specific service area by accepting delivery of all recognitions, sorting all recognitions by troop, promoting attendance at April service area meetings and recruiting volunteers/ girls to assist with sorting and distribution. There is a commitment of approximately 5 hours for prep time and 3 hours at April service area meeting for distribution.

Service Center Cookie Assistant are responsible for assisting with cookie distribution at a service center by accurately sorting troop planned cookie orders and logging cupboard to troop transfers into ABC Snap as needed. There is a minimum of 4 hours commitment on Friday and/or Saturday throughout February.

Benefits to the Volunteer:

Marketable Skills:

- Leadership skills
- Organization/attention to detail
- Communication skills
- Project Management
- Customer service skills

Personal Enrichment:

- Be a part of the largest girl led business in the world
- Share your cookie knowledge with other volunteers
- Participate in a national organization
- Develop a network with people who share the same interests
- Fulfill a desire to be helpful and make a difference in the lives of girls and adults

Reports to: Director of Product program

Supported by: Product Program Team

Core Competencies:

1. **Project Management:** Formulates short and long term goals, objectives; establishes course of action for accomplishing goals; identifies outcome measures at beginning of project.
2. **Problem Solving:** Identifies and analyzes existing and potential problems, reports/documents the problem, obtains and evaluates relevant information and implements solutions.
3. **Adaptability:** Adjusts and modifies own behavior, and remains flexible and tolerant in response to changing situations and environments.
4. **Fostering Diversity:** Understands differences and embraces differences.
5. **Oral Communication:** Expresses ideas clearly and concisely. Knowledge of the contemporary Girl Scout Program.
6. **Interpersonal Relations:** Establishes rapport with others; respects others; considers and responds to the needs of others.
7. **Personal Integrity:** Demonstrates honesty, credibility, and dependability.
8. **Networking:** Builds relationships to help address Girl Scouting goals, promote visibility and cultivate funding sources.