

JOB DESCRIPTION

TITLE: Product Program Specialist

DEPARTMENT: Mission Delivery

REPORTS TO: Chief Mission Delivery Officer

Classification/FLSA Status: Regular, Full-time, Non-exempt

LOCATION: Midland, TX

POSITION SUMMARY: The Product Programs Specialist is responsible for developing, implementing, and evaluating the Council product programs strategies and campaigns within a designated geographic area. The Product Programs Specialist is responsible for managing the daily operations of the Product Programs as it relates to training, inventory, systems, and customer service. The position also includes volunteer management and recruitment responsibilities. The Product Program Specialist creates financial literacy programming and facilitates volunteer trainings for the Fall Product and Cookie Programs.

Essential Duties & Responsibilities

Product Program Department

- Works in conjunction with the Chief Mission Delivery Officer to establish the goals, objectives, and plans for product sales in a designated geographic area.
- Works with vendor(s) to assimilate software abilities to Council specifics; establishes, updates, and maintains the vendor product program software and supports staff and volunteer usage of systems.
- Participates and attends community events/trainings (i.e., Cookie Rallies, Recognition Events).
- Oversees collaboration with outreach program to include planning, logistics, and inventory management.
- Other duties as assigned.

Vendor systems

- Works with vendor(s) to assimilate software abilities to Council specifics; establishes, updates, and maintains the vendor product program software and supports staff and volunteer usage of systems.
- Manages the data entry of vendor sites, including adding users, service units, booths, and any additional uploads needed in the system(s).
- Sets up and conducts registration imports into software platforms for both the Cookie and Fall Product Programs.
- Ensures the accuracy of all Product Program transactions and the safeguarding of assets (materials, inventory, and incentives)

Ordering

- Works in partnership with Chief Mission Delivery Officer on submission of large council product orders and reorders and is responsible for inventory reconciliation and tracking.

Booths

- Manages the procurement contracts and distribution of both Council and Service Unit booths.
- Acts as liaison to volunteers with solicitation and support of robust cookie booth opportunities.
- Coordinates and maintains booth locations and relationships

Communication

- In conjunction with the Communications department, implements the communication strategy to market programs both externally and internally

Finance

- Works with Director of Mission Delivery to develop an annual operating budget for product programs and recognition lines for such sales, taking into consideration the needs of their designated geographic area.
- Ensures banking information is uploaded and accurate in sales systems for all Troops
- Submits to Chief Mission Delivery Officer and Finance Department Automated Clearing House (ACH) drawdowns for both Fall Product and Cookie Program.
 - Notifies troops of any ACH corrections or returns from banks
- Coordinates the process for collection of outstanding accounts.

Recognitions and Programs

- Orders and ensures delivery and receipt of recognitions for Fall Product and Cookie program.
- Works cross-functionally with the program department to design and implement product related programming, per GSUSA policies meant to reach all geographic areas and the diverse girls of the Girl Scouts of the Desert Southwest, including but not limited to the Cookie Captain, Cookie Rallies, Cookie Entrepreneur, Welcome to Cookies, Cookie College, and Cookie Share.
- Works cross-functionally with the program department to offer experiential girl recognitions.

Reports and Paperwork

- Creates, pulls, and maintains reports throughout the programs and provides data/analytics to inform decisions and strategy.
- Maintains up to date contact information, position paperwork, and rosters for Service Unit Product Managers.
- Coordinates the development of the printed materials for the programs each year including Service Unit Cookie and Fall Product Manuals, Troop Cookie and Fall Product Manuals, parent responsibility and permission forms, and all other forms needed.

Volunteer Training and Support

- Responsible for the development and implementation of intuitive, interactive, and full spectrum training for the Service Unit Cookie and Fall Product Chairs, Troop Cookie and Fall Product Chairs, volunteers, and staff members on the programs, ensuring consistent message delivery.
- Creates training materials/manuals/guides for Service Units, Troops, and Parents.
- Works in partnership with vendors to provide excellent customer service to our volunteers and customers.
- Trains and manages cookie cupboard volunteers and assists in the recruitment of new cupboard volunteers.
- Provides high-quality customer service that resolves concerns and or conflicts by offering creative solutions in a timely manner to volunteers. Including engaging in problem-solving skills by clarifying desired information, researching, locating, and delivering findings and solutions.
- Creates, prepares, and sets up for Product Program events, trainings, and meetings.
- Acts as a subject matter expert on sales platforms to volunteers, parents, and staff (M2OS, Digital Cookie, eBudde)
- Provides support for volunteers with all aspects of eBudde and Digital Cookie related systems, ensuring all data is entered correctly and consistently

Coordinates logistics and distribution systems for the Product Programs:

- Plans and implements process and logistics for product delivery in collaboration with delivery agents and troubleshoots issues.
- Supports the implementation of Cookie Kickoff events including the management of the Mega Cookie Drops and management of volunteers at event locations.
- Helps plan and oversee initial deliveries to Service Units and Troops
- Oversees inventory, printing, distribution, collection, and processing of receipts and deposits for troops

- Assists volunteers/staff with issues relating to warehouse or cupboard deliveries
- Works with warehouse staff on any eBudde receipt concerns
- Manages Cookie and Fall Product delivery schedules
- Assists with securing initial delivery and floating warehouse locations
- Reviews and verifies all cookie pick-up receipts with eBudde

Education and Experience:

- 2+ years of related work experience.
- 1-2 years previous customer service or sales experience.
- Strong business math skills and ability to analyze and interpret data.
- Exceptional oral communication skills with the ability to speak clearly in all situations. Including communicating well with children.
- Must have a high level of interpersonal and customer service skills with the ability to manage confidential information.
- Ability to design and teach relevant youth programming.
- Marketing and design skills for creating manuals and collateral for Fall Product and Cookie Program and able to use Formstack and InDesign.
- Demonstrated experience in event planning and project management
- Ability to manage multiple priorities independently and effectively, meet time-sensitive deadlines and produce results.
- Ability to efficiently use web-based programs to pull reports and data. Including strong computer skills using Microsoft Word, Excel, Publisher, Outlook applications and proven track record and proficiency inputting data.
- Ability to accommodate a flexible work schedule, including nights and weekends during peak times of product delivery.
- Ability to make a commitment to the philosophy of Girl Scouting, both nationally and locally.
- Ability to effectively interact, work, and collaborate with people of various cultural backgrounds and promote an environment of inclusivity.

Required Skills/Abilities:

1. Ability to work a flexible schedule including evenings and weekends.
2. Travel throughout assigned area 20% of the time.
3. Must have personal transportation and ability to drive, possess a valid driver's license, maintain personal auto insurance, and meet the council insurance company's requirements for coverage.

NOTE: Company vehicles available at times. If use of personal vehicle, mileage will be reimbursed.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to work a flexible schedule, occasional evenings and weekend work may be required as job duties demand.
- Sufficient eye-to-hand coordination to successfully operate a computer keyboard.
- Ability to give and receive information by telephone and in person.
- Ability to give presentations in front of large groups.
- Ability to lift and stack cases of cookies, operate a hand truck, bending and twisting related to cookie storage and movement.
- Ability to sit upright for extended periods of time.
- Ability to occasionally climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds.
- Other demands, as determined by the council.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job functions primarily out of a designated

Council office location which provides a professional workspace in an open concept office environment. Off-site work may be required and will take place at leased warehouse, community locations including schools, churches, office buildings, parks, camp site and other settings as needed.

Other Working Conditions

- Continuous requirement for professional demeanor and appropriate office attire.
- A criminal background and motor vehicle record check are required.
- Continuous work as a team member and ability to work independently with some supervision.
- Continuous ability to work well with others.

GIRL SCOUT CORE COMPETENCIES

The competencies listed below are core to the Girl Scout movement:

- **Empathy, with colleagues and customers** – a successful member of the Girl Scout team approaches others with a service mindset, offers humility, and inspires trust, takes time with people and is a good listener, and overall offers respect and kindness to all.
- **Possibility Thinking** – staff members approach challenges with curiosity, show enthusiasm, explore alternatives before acting, take on challenging tasks and see opportunity in ambiguity, change and transition.
- **Innovation** – core to Girl Scouting, staff must think in unique and independent ways, pursue standards of excellence, learn from risk taking and failure, and embrace new ideas from everywhere and everyone.
- **Courageous Leadership**, of self and others – staff work for the good of the whole, work collaboratively at all times, model assertive behaviors: bold, confident, respectful, empower others and distribute decision making, promote honest communication and passionate debate, and maintain personal integrity.

ACCEPTANCE OF JOB DESCRIPTION:

I understand and accept this job description. I understand that it supersedes any previous job description. I further understand that future performance evaluations will be based on my meeting the tenets of the job description. The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the position. I acknowledge being given a copy of this job description.

Agreed to by _____

Employee Signature

Date

Print Name