

Service Unit Roles and Expectations

Service Unit Team Roles and Responsibilities Include:

Service Unit Specialist:

A Service Unit Specialist takes training to:

- Lead Service Unit Teams to analyze their health and set goals to strengthen Girl Scouting within its boundaries, including developing a Plan of Action (POA).
- Achieve membership goals by recruiting new troops, both adults and girls, according to guidelines, to give families in the region an opportunity to participate.
- Hold a monthly service unit meeting (troop leader support meeting) that troop representatives must attend, disseminating information, helping to plan retention events, reinforcing policies and procedures and building a positive culture among adult volunteers.
- Appoint and oversee troop leaders and other volunteers in the service unit.
- Receive a monthly roster of registered adults and girls to monitor membership and training, as well as to help resolve membership issues.
- Help with caregiver concerns and provide conflict mediation in partnership with the Engagement Manager.
- Makes sure that at least one member of the service unit team attends the monthly SALT meetings (zoom meeting on the 4th Monday night of the month)

Service Unit Troop Organizer:

A Service Unit Troop Organizer takes training to:

- Recruit parents/caregivers and prospective Girl Scouts from their assigned school, community or place of worship
- Help coordinate flyers, recruitment tables, and troop formation meetings at their assigned school or place of worship.
- Can help run first meetings with new troops and/or meetings to form/reform a troop.

Service Unit Banking Specialist:

A Service Unit Banking Specialist takes training to:

- Oversee the Service Unit bank account, providing guidance on the Service Unit budget annually
- Helps the Troop Banking Specialists and leaders understand the process of opening and changing signers on troop checking accounts
- Assists Troop Banking Specialists with understanding appropriate expenses and reimbursement processes as well as guidelines for additional money earning.
- Ensures all troops submit their annual financial paperwork to the council.

Service Unit Cookie Manager

A Service Unit Cookie Manager takes training to:

- Oversee the Girl Scout Cookie Program for troops and families in the Service Unit providing the opportunity for troops to participate
- Distribute materials to troops
- Ensures Troop Cookie Managers are registered and trained
- Assists with cookie orders, booths, and rewards for the service unit
- Encourage and supports troop participation in the cookie program

Service Unit Adult Recognitions Specialist:

A Service Unit Adult Recognitions Specialist takes training to:

- Work with the Volunteer Experience Manager to promote adult recognition
- Solicit adult recognition and supporting documents for volunteers in Service Unit for voting as a committee and/or presentation for board decisions
- Assist with the planning and implementation of adult recognition ceremony at the Service Unit level and council level.
- Promotes the understanding of recognition awards by presenting to troop leaders at a service unit meeting at least twice a year.
- Provides feedback on the volunteer thank you gifts to their SU specialist and Engagement Manager

Service Unit Girl Recognitions Specialist:

A Service Unit Girl Recognitions Specialist takes training to:

- Work with the Highest Awards Experience Manager to promote the Girl Scout Bronze, Silver, and Gold Awards

- Be knowledgeable about all processes and serve as a mentor for those in the service unit with questions about the awards, presenting to troop leaders on the subject at a service unit meeting at least twice a year
- Assists with the planning and implementation of the Girl Awards Gala.
- Serve on a Gold or Silver Award panel as needed.

Service Unit Fall Product Manager:

A Service Unit Fall Product Manager takes training to:

- Oversee the Fall Product Program for the Service Unit providing the opportunity for troops to participate
- Distribute materials to troops
- Ensure Troop Fall Product Managers are registered and trained
- Encourage and support troop participation in the program

Service Unit Events Specialist:

A Service Unit Events Specialist takes training to:

- Help facilitate and plan SU events, such as STEM events, Camporees, Service Unit-wide community service opportunities, Me and My Guy dances and more, ensuring safety and participation.
- Works with the Experience Department to receive program boxes for Service Unit themed events.
- Build committees of troop volunteers to plan, implement and review events for the service unit, ensuring that events are driven by the wants and needs of the troops.
- Serves as an expert to help troops understand the programs offered by program partners and council staff, including distribution of camp brochures and program guides as applicable, and highlighting at SU Meetings.
- Provide feedback on the needs for experience programs to the Experience and Outdoor Experience departments.

Service Unit Adult Learning Specialist:

Service Unit Adult Learning Specialists take training to:

- Provides training opportunities at the Service Unit level with enrichment modules as approved and written through the council's Adult Learning facilitators and the Volunteer Experience Manager
- Serves as an expert on Volunteer Essentials, travel policies and trainings requirements through gsLearn, presenting at the service unit meetings at least twice a year as a reminder.

Service Unit Delegate:

Service Unit Delegate takes training to:

- Be elected to represent the needs and interests of the members of the Service Unit by:
 - Gaining feedback on the Board-solicited questions on governance matters.
 - Attending annual forums to deliver feedback and receive information.
 - Take information back to volunteers and present it at Service Unit meetings.
 - Encourage Service Unit members to attend Annual Meetings as visitors.
 - Attended Annual Meetings in person representing the needs and interests of the Service Unit, electing board of directors and voting on matters as presented by the volunteer Board of Directors.
 - Report back to Service Unit for the items covered at Annual Meeting.

Service Unit Support Team Specialists take training to provide Service Unit specific functions that can include:

- Service Unit Secretary Duties
- Rallyhood and communication duties
- Assisting and shadowing other Service Unit Team Roles
- Welcome and mentor new leaders
- Assist with understanding of the Volunteer Toolkit and the resources it provides to make planning and running troop meetings easy.

Engagement Manager (council staff – not a volunteer):

- Strengthens and supports Service Unit teams helping to identify new team members and appointing the Service Unit Specialist(s).
- Helps with interpreting policies and procedures and ensures all follow guidelines.
- Connects new volunteers with the Service Unit team and provides support to all volunteers.
- Provides New Leader PowerPoint to new troop leaders following their onboarding session for new volunteers.
- Ensure understanding of training requirements and training completion.
- Assists troops with renewal and financial requirements.
- Collect required documents from troops and Service Units.

- Forms new troops in areas with and without registered and trained Troop Organizers.
- Recruit new adults and girls, helping them select spaces in existing troops according to the troop catalog.