



POSITION DESCRIPTION

POSITION TITLE:	<u>Director of Product Program</u>	GRADE LEVEL: <u>04</u>
OPERATING UNIT:	<u>Retention, Program</u>	
REPORTS TO:	<u>Chief Executive Officer</u>	
CLASSIFICATION:	<u>Full Time/Exempt</u>	

POSITION SUMMARY

The Director of Product Program is responsible for the coordination and implementation of all aspects of the council's product sales program. She/he ensures product program implementation supports the council's program plan and is consistent with GSUSA guidelines, incorporates designated leadership outcomes and supports council strategic business objectives. The director provides oversight and coordination in all phases of the product program implementation, including developing an integrated execution plan, mapping out and coordinating logistical support, engaging and overseeing volunteers, ensuring adherence to safety and risk management guidelines, and maintaining materials and inventory. The director acts as part of the management team and supervises the product program staff and volunteers. In addition to supervision, the director provides training, support and coaching as appropriate to meet council goals.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Recommends and establishes objectives and plans for rollout of the council's product sales.
- Assists in the development and administration of an annual operating budget for product program including income projections.
- Directs the planning and development of product sale specifications and resources (e.g., time tables, materials and forms, marketing flyers, etc.).
- Supervises the day-to-day product program operations; ensures the accuracy of all product sales transactions and the safeguarding of assets.
- Provides the management team with written and accurate reports on product program activities.
- Manages inventory and logistics of product sales distribution, collections and events.
- Directs the planning, development, and delivery of an annual training program for staff and volunteers that highlights the Girl Leadership Experience and outcome aspects of the product program and promotes a high level of girl participation.
- Trains and oversees a core team of volunteers to manage area product program including the utilization of a product sales database.
- Maintains contact and provides methods for connecting volunteers to product program-related resources, opportunities, activities, and events.
- Works in partnership with the council's marketing/communications staff to disseminate information to the community about Girl Scout products.
- Serves as liaison to product and shipping companies to ensure timely delivery of products to volunteers who coordinate sales at the local level.
- Oversees the collection of all product sales funds and works with the COO, finance and troop support to ensure that all delinquent accounts are settled.

- Provides professional and quality customer service to members, volunteers, staff, and other community contacts.
- Ensures that diversity and pluralism are embraced and incorporated into the work of the council.
- Networks to build contacts, collaborations, and fund-raising in the community.
- Other duties as assigned.

REQUIRED COMPETENCIES

- **Impact & Influence:** Pursues and wins support for ideas; Displays ability to influence key decision-makers; Achieves win-win outcomes; Uses authority appropriately to accomplish goals; Addresses divergent opinions.
- **Managing People:** Provides direction and gains compliance; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth.
- **Planning & Organization:** Integrates changes smoothly; Plans for additional resources; Prioritizes and plans work activities; Sets goals and objectives; Uses time efficiently; Works in an organized manner.
- **Problem Solving:** Identifies problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Resolves problems in early stages; Works well in group problem solving situations.
- **EPIC:** Empathy with colleagues and customers, Possibility Thinking, Innovation, Courageous Leadership of self and others.

SUPERVISORY DUTIES

- Directs staff in providing and implementing product sales across the council. Works with other departments to ensure cross-collaborative planning, processes and procedures.
- Provides regular performance reviews with direct reports.
- Provides leadership, direction and coaching as needed.

EDUCATION AND/OR EXPERIENCE

- Bachelor's Degree required plus at least three (3) years of related work experience with at least two (2) years in a director or management capacity.

CERTIFICATES, LICENSES, REGISTRATIONS

ADDITIONAL JOB REQUIREMENTS

- Clearance of background check and drug screen.
- Become a registered member of GSUSA.
- Access to reliable transportation.
- Valid Oklahoma state driver's license
- Must carry and show proof of 100/300/100 liability coverage on personal vehicle.

REQUIRED SKILLS & ABILITIES

- Competencies include: Leadership, retail or related experience, marketing skills, management/supervisory experience, and volunteer management.
- Organized and detailed-oriented with a proven ability to multi-task and meet strict deadlines.
- Self-Starter, capable of adapting to any work environment.
- Strong interpersonal skills and team player; Strong oral and written communications skills.
- Must be willing to work flexible hours including nights and weekends and travel as required.
- Computer proficiency in Microsoft Office programs to include Word, Excel and PowerPoint; Sales Force experience a plus.
- All other duties assigned or necessary to support the organization as a whole.

COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS

- Computer literate with word processing and excel skills (i.e. Microsoft Office systems); ability to navigate and use Sales Force, eBudde, Nut-E or similar software.

SELECTIVE ABILITIES & PHYSICAL DEMANDS: *The incumbent must be able to perform the following qualifications in order to be offered and/or maintain employment in this position.*

- Medium Work (use of light force to lift, carry, push, pull or move objects up to 20 pounds), occasional exposure to adverse environmental conditions, frequent weekends and evenings/nights.
- This position requires the ability remain stationary and to use computer monitor, keyboard and mouse for extended periods of time.
- Must be able to speak and communicate clearly, such as in public speaking engagements.

WORK ENVIRONMENT

The employee will work in an office environment and in close quarters with other staff and clients. The noise level in the work environment varies from moderate to loud; hectic situations can occur characteristic to working with infants, toddlers and parents in need. Exposure to odors such and scents are common.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

As an employee, you are a representative of Girl Scouts Western Oklahoma and people form their impressions of the council in part, based on their interaction with you. Every personal contact is with a current or potential donor to the council, thus the impression we make through community and professional contacts, and involvement in collaborations with agencies, groups or organizations is important. Fund Development and Membership Recruitment is a role assumed by all staff positions.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills and abilities.

I have read and understand the position description. I further understand and acknowledge that this current position description supersedes all former versions and shall in all instances apply.

Employee Name (Printed)

Employee ID#

Employee Signature

Date

Mission Statement:
**Girl Scouting builds girls of courage confidence
 and character who make the world a better place.**