



POSITION DESCRIPTION

POSITION TITLE: Product Program Specialist
OPERATING UNIT: Retail/Product Program
REPORTS TO: Sr. Manager, Retail and Product Program
CLASSIFICATION: Full Time/Non-Exempt/Safety Sensitive

POSITION SUMMARY

The Product Program Specialist is responsible for assisting developing and executing strategies to build capacity of the Girl Scout product program (Cookie Sale Program and Fall Product Sale) to increase awareness and knowledge among all volunteers and parents of Girl Scouts – Western Oklahoma and within the community. The Product Program Specialist develops and implements strategies for volunteer and community support, and branding ensuring Girl Scouting is represented and extended in the community through training, marketing and collaborative efforts.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Assists in planning, designing, and implementing innovative approaches to ensure the effective delivery of the Girl Scout product sales program.
- Responsible for set-up, maintenance and volunteer support for all online product program database programs.
- Maintains accurate records of product inventory, sales records, financial records and reports.
- Develops creative and proactive training for staff to ensure knowledge of product program is available to provide consistent ongoing support to the volunteers and customers.
- Develops training tools and materials for volunteers to ensure consistent communication of product program components.
- Works directly with product program vendor representatives to arrange needed support and training for staff and volunteers. This will include paperwork, incentives, software, product knowledge and other related areas.
- Develops and maintains cookie booth information and works with community partners to establish locations.
- Helps develop strategic plan and curriculum for Service Unit cookie rallies and volunteer cookie trainings.
- Collaborates with Service Unit team volunteers on all aspects of the Service Unit cookie sales; to include Service Unit cookie training, booth sales, cookie rallies, etc.
- Provides timely and appropriate customer service to girls, parents and volunteers.
- Works with Manager and management team to develop plan and process of the next year's promotions.
- Assists in developing a proactive recruitment and retention strategy to increase adult volunteers who reflect the diversity of the area served.
- Works collaboratively with volunteer staff and oversees the work of volunteer staff as needed.
- Responsible for developing and maintaining written standard operating procedures (cookbooks) for assigned position and duties.
- Actively participates in the development of environments that foster diversity, equity, inclusion, and access through words, actions, and attitude.
- Other duties as assigned.

REQUIRED COMPETENCIES

- **Customer Service:** Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service.
- **Job Knowledge:** Competent in required job skills and knowledge; Displays understanding of how job relates to others; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Uses resources effectively.
- **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.
- **Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interest.
- **EPIC:** Empathy with colleagues and customers, Possibility Thinking, Innovation, Courageous Leadership of self and others.

SUPERVISORY DUTIES

- Recruit, train and supervise volunteers and committees that serve product sales.
- Provide mentoring, coaching and feedback on volunteer performance.

EDUCATION AND/OR EXPERIENCE

- High School Diploma. Bachelor's Degree preferred plus two (2) years of related work experience.
- Competencies in: Leadership; Marketing Skills; Membership Policies, Standards and Resources; and Volunteer Relations.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Oklahoma state driver's license

Additional Requirements

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

REQUIRED SKILLS & ABILITIES

- Computer proficiency in Microsoft Office programs to include Word, Excel and PowerPoint.
- Business math skills.
- Detail-oriented with ability to multitask.
- Self-starter with ability to manage time, work independently, and handle multiple priorities and to work as part of a team.
- Strong written, oral and interpersonal communications skills.
- Ability to successfully handle conflict resolution.
- Professional human relations skills.
- Skill in recruiting, managing and motivating volunteers including successful and appropriate delegation.
- Ability to work flexible hours - including nights and weekends.
- Able to travel the council jurisdiction.

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 databases 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 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 to travel in assigned jurisdiction – continuous use of a vehicle, valid Oklahoma Driver's License and auto liability insurance of 100/300/100 are mandatory.
- 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. Exposure to odors such as 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 Signature

Date

Mission Statement:

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

