



service unit operations manager



**The SU Operations Manager (SUOM)
is charged with providing leadership and management
oversight for volunteers in assigned areas as they oversee
communication and fiscal responsibilities of the service unit.
Responsibilities include, but are not limited to service unit
treasury, meeting coordination, communications,
and fundraising.**

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

Qualities of a Great Girl Scout Leader



Honesty

You are a trusted representative of your service unit and of Girl Scouts. If you strive to make honest and ethical decisions, your team will too.



Ability to Delegate

Where there is trust, there is strength! The ability to delegate tasks to appropriate team members is one of the greatest skills you can have.



Communication

Be clear and be knowledgeable about what you want done or the information you wish to convey. If you can't explain it, they can't understand it.



Sense of Humor

Always try to find the smiles inside the struggles! If you strive to find the "punny" and positive side of any situation, your teammates will too!



Confidence

When setbacks occur, help assure everyone that everything is going to be OK. Be a source of encouragement and calm during life's little storms.



Commitment

Lead by example. If you expect your team to work hard and give of their time and talents, always do your best to do the same.



Positive Attitude

Help keep your team focused on the goals ahead by keeping a smile on your face and in your voice. Positive energy produces positive results!



Creativity

Problems don't always have clear solutions and sometimes the best ideas take a little time to find. Always try to think outside the box!



Ability to Inspire

Motivation is key to achieving your goals. Keep everyone's spirits high by appreciating hard work and recognizing team members' strengths.



Intuition

Use your best judgment. Trust your gut. When there is no roadmap telling you where to go or how to proceed, trust yourself and trust your team.



GSHS Service Unit Team Member

SERVICE UNIT OPERATIONS MANAGER

TABLE OF CONTENTS

Overview of a Service Unit.....	1-4
• Service Unit Team Responsibilities	1
• Expectations of Service Unit Team Members	2
• Service Unit Role Summaries	3
• Other SU Role Information - SUOM	4
Planning Service Unit Meetings	4
• Using Meeting Time Wisely.....	5
• What to Avoid in your Meetings	5
• Recognizing Volunteers	5
Troop Fundraising Guidelines	5-6
Service Unit of Excellence Guide	7-8
Delegating Tasks	9
It's a Partnership!	10
• Managing Conflict	10
Appendix:	11

Conflict Management Notes

Gift Acceptance Form

Link to Troop Money Earning Activity Request Form

SU Team Position Descriptions for Your Coordinators

SERVICE UNIT OPERATIONS MANAGER POSITION DESCRIPTION

- Recruit, lead and support volunteers to service unit-level operations roles; team of volunteers oversee finances, logistics, and communication
- Support the effective execution of the operations team's roles and responsibilities
- In partnership with the SU leadership team, develop agendas for and facilitate regular service unit meetings. These meetings should be used to plan and discuss service unit activities, promote council services and events, provide training, distribute information, and interpret or clarify GSUSA and council policies, standards, and procedures. A minimum of four meetings per year are required. They should be inviting, inclusive, and provide opportunities for sharing ideas and building relationships. Meeting dates should be communicated in advance to all leaders within the service unit and the Membership Manager.
- Manage all service unit meeting logistics. This includes, but is not limited to: reserving service unit meeting space, scheduling meetings, sending meeting reminders, establishing meeting agenda in partnership with the service unit leadership team, communicating any meeting details and/or needs to your Membership Manager
- Use communication skills to provide necessary conflict resolution in an appropriate manner and with the support of your Membership Manager, if needed make recommendations for volunteer release.
- Collaborate with the service unit leadership team and Membership Manager, if needed, to develop the service unit budget for the membership year
- Review and audit troop finances and bank reconciliations, as requested
- In collaboration with the SU Communications Coordinator, oversee management of the service unit social media
- Consistently communicate with other members of the service unit leadership team
- Openly communicate with Membership Manager about challenges, trends, successes, and progress towards service unit goals and objectives
- Adhere to the standards, policies and procedures of the Girl Scouts and promotes Girl Scouting in a positive manner to the public as well as to all internal and external customers

Thank you

for stepping into the role of Service Unit Operations Manager. Your organization, communication, and oversight are key to helping your service unit run smoothly and effectively. By managing important logistics and finances, you make it possible for volunteers and girls to focus on the fun and growth of Girl Scouting.

This guide is here to support you in your role. Inside, you'll find resources, guidance, and tips to help you succeed. Your attention to detail and dedication make a difference in your service unit and beyond.



WELCOME TO THE SERVICE UNIT TEAM!

Please also visit the
[Service Unit Teams page](#)
our website to reference the
[Service Unit Team](#)
[Guide & Planning Packet.](#)

OVERVIEW OF A SERVICE UNIT

Service Units are organized groups of volunteers within a certain council-defined geographical area who provide a critical layer of management and support needed to provide Girl Scout services throughout our council.

Since the Girl Scout council has a budget to support only a small staff in proportion to the population, the delivery of Girl Scout services relies heavily on volunteers. Troop leaders provide direct services to girls, while service units provide vital support to leaders, girls, and parents through meetings, events, recruitment activities, financial management, etc.

The Service Unit Team is responsible for:

- Extending membership by recruiting volunteers and girls reflective of the community including:
 - ~ Service Unit Team members
 - ~ Leaders and volunteers for a variety of pathways
 - ~ Girl membership at all grade levels
 - ~ Supporting the on-boarding of volunteers
 - ~ Assisting with girls' and volunteers' registration

The Service Unit Team is responsible for: *(continued from p.1)*

- **Providing direct support to girls and adults through:**
 - ~ Enrichment training
 - ~ Service unit networking
 - ~ Providing support to all volunteers through a variety of communication methods including service unit leader meetings
 - ~ Service unit events that promote a connection between troops in the service unit and enhance the troop experience
 - ~ Participation in council and community events, including the Fall Product and Girl Scout Cookie Programs
 - ~ Volunteer recognition
 - ~ Providing service unit events that incorporate the Girl Scout Leadership Experience
 - ~ Ensuring that within each of the functions of the service unit, support will be consistent and flexible, and provide ease of access to the Girl Scout experience
- **Community engagement by:**
 - ~ Educating the community about the benefits of Girl Scouting
 - ~ Ensuring messaging and activities of the service unit reflect the Girl Scout Leadership Experience and council goals

Although every service unit has primary functions, it does not mean that these are the only volunteers who will assist with service unit business.

For example, in service units with fewer troops and therefore, less volume, you might have several people on your team who assume more than one role or serve in more than one function. In larger service units, multiple people may be needed in order to function effectively and not overtax any one person. You may find you need additional volunteers who are assigned specific duties *under* one of the listed Service Unit Team positions.

What matters most is that each service unit builds an effective team, promotes healthy communication, and be a role model to your troop leaders and girls.

It is expected that all members of the Service Unit Team will:

- Register as an adult member and be a positive representative of the Girl Scout Promise and Law.
- Be at least 18 years old and complete the volunteer screening process.
- Attend preliminary training to learn the job and eagerly participate in ongoing learning opportunities for continuous growth in the position.
- Participate in the development of yearly service unit planning.
- Participate as an active member of the service unit team by attending service unit team meetings.
- Provide excellent customer service by fulfilling responsibilities promptly and courteously.
- Build and maintain an effective working relationship with service team and council staff.
- Possess and utilize sound judgment, flexibility, organization, delegation, communication, and prioritization skills.
- Understand and help others understand and embrace diversity and inclusion.
- Follow all GSUSA and GSHS policies, standards, and procedures.
- Display a positive, enthusiastic attitude that reflects the acceptance of the mission, vision, and goals of GSUSA and GSHS.
- Support, promote, and maintain a commitment to and knowledge of the Girl Scout Leadership Experience and the National Program Portfolio.
- Have access and be able to communicate via phone, internet, and email.



Service Unit Role Summaries

Service Unit Membership & Support Manager

The SU Membership and Support Manager (SUMSM) is charged with providing support, leadership and management oversight for volunteers in the service unit as they work to recruit and retain girl and adult volunteers. Additionally, this volunteer establishes, cultivates, and maintains relationships with community partners and works collaboratively with other service unit leads and the council.

Service Unit Operations Manager

The SU Operations Manager (SUOM) is charged with providing leadership and management oversight for volunteers in assigned areas as they oversee communication and fiscal responsibilities of the service unit. Responsibilities include, but are not limited to service unit treasury, meeting coordination, communications, and fundraising.

Service Unit Program Manager

The SU Program Manager (SUPM) provides supportive services and guidance to leaders, parents, guardians, volunteers, and community partners to cultivate a positive experience through service unit events and product programs.

Service Unit Community Relations Coordinator

The SU Community Relations Coordinator (SUCRC) is responsible for helping to spread the good news about all the great things that Girl Scouts and volunteers are doing in their community through local media outlets.

Service Unit Finance Coordinator

The Service Unit Finance Coordinator (SUFC) provides general oversight and management of all service unit finances and is a knowledgeable and encouraging source of guidance, support and reassurance to troops regarding all relevant financial matters.

Service Unit Learning and Support Coordinator

The Service Unit Learning & Support Coordinator (SULSC) provides communication and guidance to adult volunteers regarding continual training and learning opportunities (both required and elective) to support their ability to deliver a safe, balanced and quality Girl Scout Leadership Experience

to girls. The SULSC is also the key source of knowledge and support regarding all girl and adult volunteer awards programs and enthusiastically promotes them within the service unit.

Service Unit Membership Coordinator

The SU Membership Coordinator (SUMC) serves as an ambassador for Girl Scouts, seeking to engage and recruit new members into the organization. The SUMC also ensures the success of Girl Scout membership registration/renewal, as well as the accurate representation of troop and volunteer opportunities within the service unit.

Service Unit Program and Events Coordinator

The Service Unit Program & Events Coordinator (SUPEC) serves as a knowledgeable, positive and encouraging source of support for the entire Service Unit Team and engages others in carrying out the team's plans for membership development and delivery of a quality Girl Scout experience.

Service Unit Cookie Coordinator

The Service Unit Cookie Coordinator (SUCC) organizes, coordinates, directs and manages the Cookie Program, eBudde, and Digital Order Card online systems at the service unit level.

Service Unit Fall Product Coordinator

The Service Unit Fall Product Coordinator (SUFPC) organizes, coordinates, directs and manages the Fall Product Program and M2 online ordering systems at the service unit level.



Other SU Role Information - Service Unit Operations Manager

Time Commitment

Approximately 5-8 hours per month depending on the service unit calendar.

Term of Appointment

Appointed by the council's Membership Manager for a one-year term, renewable upon agreement.

Accountability

Reports to the Membership Manager and collaborates with the Service Unit Team.

Training Required

- Service Unit Team Training
- Volunteer Essentials and Safety Activity Checkpoints
- Financial trainings as needed

Additional Support

- Access to Membership and Customer Care teams
- Support from your Service Unit Team
- Templates and tools for budgeting and reporting

Benefits

- Connection with other passionate volunteers
- Gain valuable administrative and leadership experience
- Help create a positive and organized experience for the volunteers and girls in your service unit

PLANNING SERVICE UNIT MEETINGS

Running a service unit meeting is an important responsibility of the Service Unit Team, especially the Service Unit Operations Manager. These meetings can happen monthly, bi-monthly, or once per quarter and should focus on the specific needs within your service unit. Ideally, 20% of the meeting should be spent on announcements and service unit business; the other 80% should be spent on collaborating with each other, mentoring each other, planning events, and learning new skills.

It is critically important that the meetings be kept to a specific time schedule. Meetings should start and end on time, unless the participants have been warned that the meeting could run longer than usual. Remember, your time - and the time of all the other participants - is valuable and should be honored. Make sure you do not spend too much time presenting information that could have been learned via notes or a post-meeting email or Facebook post; instead, spend the majority of your time on learning opportunities or activities.

Here are some ideas to get you started:

- Provide time in the meeting for the different grade levels groups to meet and share information and concerns
- Include a "fun thing" on the agenda (i.e., learning a new song, playing a game, having a contest, teaching a new craft)
- Regularly thank individuals and recognize special services or achievements
- Have something at each meeting that the leaders can take back to their troop

USING MEETING TIME WISELY

Tips and Suggestions:

- Once per month, you should receive **Heartstrings**, Girl Scouts Heart of the South's monthly email for volunteers, families, and caregivers. This newsletter contains announcements, upcoming events, and other important information. You should review this newsletter for any timely reminders and remind the volunteers in your area read the newsletter promptly. If you are not receiving **Heartstrings**, contact your Membership Manager.
- Start on time. End on time or early. Always.
- Be consistent with your meetings. The opportunity to share information and "face time" with Service Unit Team Members and other leaders can make a huge difference in a volunteer's Girl Scout experience. If you need suggestions of trainings or activities for your volunteers, please contact your Membership Manager.



WHAT TO AVOID IN YOUR MEETINGS

Avoid negativity!

Don't allow negativity to thrive in the meeting. There should be time for participants to voice opinions, but encourage the conversation to move toward creative solutions rather than complaints. A great rule to establish and use with your service unit team is, "If you bring up a problem or concern during the service unit meeting, you must also give one possible solution." This helps to ensure that your meetings stay productive.

Avoid being unprepared.

Remember, you will need to use the small amount of time you have as wisely as you can. This means you should create an agenda, arrive early, have all of your materials in hand, and be prepared when it is time for the meeting to start.

Avoid losing control of the discussion/agenda.

Again, opinions are valuable, but set aside a specific amount of time for discussion and then move forward. At times, you might need to table a discussion until a later time when everyone has had an opportunity to think through the issue.

RECOGNIZING VOLUNTEERS

Volunteers are our gold! Recognizing volunteers is a task that every manager and/or coordinator of volunteers needs to think about. There is no single solution to how to go about recognizing volunteers. Each gesture should be tailored to the volunteer(s) you wish to honor.

Never assume that volunteers know they are appreciated. A sincere and spontaneous thank you note to a volunteer for a job well done is also a welcome bit of positive feedback. Personalizing your volunteer recognition component of your program is the best form of showing appreciation for the contribution of your volunteers.

Work with your SU Learning and Support Coordinator and your SU Programs and Events Coordinator to plan great ways to ensure that your service unit volunteers know just how valuable they are!

The best way
to find yourself is
to lose yourself in the
service of others.

Mahatma Gandhi

TROOP FUNDRAISING GUIDELINES

In addition to the Fall Product and Girl Scout Cookie programs, troops can also raise money through organized Money Earning Activities and Fund Solicitation. These activities range from one-time events to long-term projects and campaigns. Let's look at these separately.

Money Earning Activities

A Money Earning Activity is one way for troops to raise funds for all sorts of projects. The girls should get together and decide on the project and budget goals they need to raise. Money Earning Activities must meet the following criteria to be considered:

1. Be a valuable program activity for girls that will generate added funds for a planned activity or event
2. Be suited to ages and abilities of the girls and consistent with goals and principles of the Girl Scout Program
3. Be a girl activity – planned, generated, produced and performed by girls – with supervision from leaders
4. By planning and participating in Money Earning Activities, girls build real world skills that benefit their groups, council, communities, and most importantly, themselves



Money Earning Activity Do's and Don'ts:

DO:

- Decide as a group how to use the money earned by the group. Money Earning Activities are not for individual girls.
- Make sure an adult is present at all times during Money Earning Activities and outside activities.
- Troops must have participated in all product sales from the previous year and have turned in all necessary funds and paperwork from those product sales. Failure to do so will cause Money Earning Activities Requests to be denied.
- Be sure to fill out the **Troop Money Earning Activity Request Form** and send it to your Membership Manager 4-6 weeks before the event is to be held.

DON'T:

- Perform any Money Earning Activity without written approval from the council.
- Allow girls to participate in games of chance, direct solicitation for cash, events where alcohol is present or product endorsements.
- Raise money directly for other organizations or causes. (Girls can decide as a group to donate proceeds from their earnings or give of their time in service to another organization.)
- Plan Money Earning Activities during the official Product Sales (Fall Product and Cookies) time-frame. Check with your Membership Manager to determine exact dates.

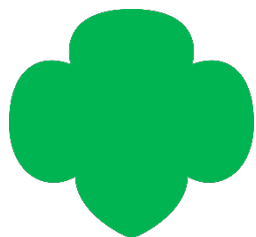
REQUIRED FORMS

There are two council forms, the **Gift Acceptance Form** and the **Troop Money Earning Activity Request Form**. Printed examples of both can be found in the Appendix of this manual and writable electronic versions can be found on the council website at:

www.girlscoutshs.org/councilforms.

Gift Acceptance Form This form should be filled out for all monetary and in-kind gifts received at the troop or service unit level.

Troop Money Earning Activity Form This form should be filled out by all troops/service units wanting to participate in Money Earning Activities outside of the regular council sponsored product sales.



SERVICE UNIT OF EXCELLENCE GUIDE



Service Units that achieve the Service Unit of Excellence distinction will receive their choice of \$100 credit at their local GSHS Trefoil Trunk shop location OR \$100 off a GSHS property rental fee.

To achieve the Service Unit of Excellence distinction, complete the required number of items from each section below and submit the required verification form by August 1. See additional instructions at the bottom of the next page.

COMMUNITY ENGAGEMENT & MEMBERSHIP GROWTH

Complete the first requirement AND at least two other tasks from the list.

1. Participate in at least two activities to increase visibility of Girl Scouts in your community:
 - Host a “bring-a-friend” recruitment event
 - Host a fall new member kick-off event
 - March in a local parade
 - Promote local recruitment events by distributing fliers at schools, community centers, and local businesses, and promote on social media outlets
 - Host an open house
 - Lead a Girl Scout activity at a community fair
 - Host a community service day (park clean-up, tree planting, food drive)
 - Any additional community engagement activities
2. 45% of troops participate in Early Bird
3. Send highlights from Service Unit to local paper or online publication
4. Increase your total number of adult volunteers by at least 2%
5. Increase your total number of girl members by at least 2%

VOLUNTEER SUPPORT & MENTORSHIP

Complete the first requirement AND at least two other tasks from this list:

1. Set a growth goal for leader participation in the service unit:
 - Brainstorm and research ideas for leading successful leader meetings
 - Develop and implement a pre-and post-meeting communication plan
 - Follow a meeting outline with the goal of creating meetings that are consistently welcoming, interactive, enriching, and worthy of volunteers’ time and effort
 - Develop incentives for leaders to participate in monthly service unit meetings
 - Schedule at least 15 minutes of structured networking into service unit meetings
2. Promote use of the Volunteer Toolkit at leader meetings.
3. Plan and implement something for volunteer appreciation or recognition.
4. Create and implement a welcome plan to ensure a smooth onboarding for new troop leaders (e.g. send welcome communication – email, phone call, face-to-face – to new volunteers to introduce service unit team).

SERVICE UNIT TEAM BUILDING

Complete at least three of these six tasks:

1. Fill seven positions on the service unit team with different volunteers.
2. Create and execute a plan for girl feedback and engagement at SU meetings.
3. As a service unit team, meet at least four times per year to plan, review goals, and collaborate.
4. Host a service unit team gathering outside of regular meeting times (dinner, tea, retreat, etc.).
5. Provide training opportunities for leaders and SU team members.
6. Have at least 3 SU team members attend Volunteer Leadership Summit.

GIRL SCOUT PROGRAMMING

Complete the first requirement AND at least three other tasks from this list:

1. Have a representative from the Service Unit attend the GSHS Annual Meeting.
2. Host an event to support Girl Scout Product Programs (Fall Product or Cookie Program).
3. Host an event to promote Girl Scouts in the outdoors (Outdoor Skills Day, camping trip, outdoor badge or Journey).
4. Host an event promoting STEM or Life Skills.
5. Hold an event promoting Girl Scout traditions (Girl Scout Week, World Thinking Day, Girl Scout Birthday).
6. Establish a girl planning committee to advise on and plan events in the service unit.
7. Plan or support a leadership experience for older girls.
8. Establish a Gold Award Scholarship Fund with an award of \$100 or more for girls within the service unit who earn the Girl Scout Gold Award.

Submit verification form by August 1st.

Submission of Annual Service Unit Financial Report and ACH form are also required.

Qualifying service units will have the choice between \$100 credit at their local GSHS Trefoil Trunk shop locations OR a \$100 discount on a GSHS property rental made within one year.

All active registered members of the service unit team will receive a Service Unit of Excellence Pin.



DELEGATING TASKS

The first rule of management is delegation.

Don't try and do everything yourself because you can't.

- Anthea Turner

As a manager of volunteers, for you, "delegating tasks" means entrusting someone you have appointed to do a specific job - usually on their own without your assistance or interference. If you have the right person in place, your role as a volunteer manager will become much easier, and your team will become more efficient and successful in achieving its goals.

Get rid of the "I'd Rather Do It Myself" mentality.

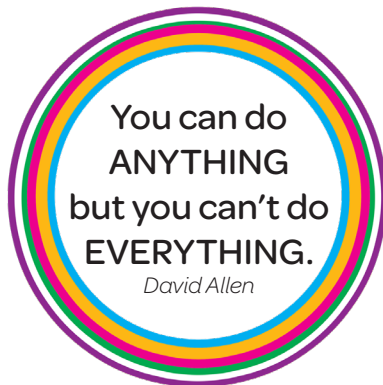
- I can do it better.
- I can do it faster.
- I feel it's my job.
- I don't trust anyone else to do it.

Why Delegate?

- Because you can't do it alone.
- Because you build a team of experienced volunteers.
- Because you develop skills and confidence in others.

What happens if you don't delegate?

- You over-extend yourself.
- People stop volunteering to help.
- Resentment and ill-feeling build.
- NO new leadership is developed.



The Do's and Don'ts of Delegating:

DO:

- Be sure the person understands what the job is on the front-end and make sure that you are both "on the same page" about specifically needs to be done.
- Maintain regular communication and contact with the person to whom you have entrusted the task in order to show encouragement and support.
- Show your appreciation whenever you have the chance.
- Be interested in other ideas and viewpoints.
- Let the person do the job!

DON'T:

- Coerce people into jobs they'd rather not do.
- Let someone continue in a job when nothing is getting better
- Ask the wrong person to do the job or just choose a "warm body."
- Overload people.
- Ask the same people over and over again.

Remember, to engage volunteers, you must support them by allowing them the opportunity to answer questions, to share their talents, and to share their expertise.

IT'S A PARTNERSHIP!

The Service Unit Team provides the “link” between staff members, volunteers, and girls. Your role as a leader on the Service Unit Team helps us maintain this vital connection, so that we keep it strong and healthy, and set ourselves up for growth so that we can serve more girls.

Below are a few of the ways we can work together to strengthen this partnership:

- Facilitate participation in council or association meetings. This is a great way to network with other service units within your area as well as gain valuable information about our organization.
- Assist in promoting, supporting, and attending the GSHS Annual Meeting held on the 4th Saturday of April each year. This annual event offers a wonderful opportunity to learn about GSHS and network with other adult Girl Scouts throughout our council, as well as have a say in the decision making process.
- Work with your Membership Manager to provide constructive feedback in all areas so that we can continue to improve our organization. We depend on you to be the eyes and ears of our council!
- Be on the lookout for ways to network with your community to help identify funding possibilities, donation sources, potential volunteers, and community support for Girl Scouting.

Above all, help us be the SOLUTION to any problems that arise. With your help, our council can be a shining example of what healthy leadership can accomplish!

MANAGING CONFLICTS

Conflicts and disagreements are an inevitable part of life, and when handled constructively, conflict can actually enhance communication and relationships. At the very least, Girl Scouts are expected to practice self-control and diplomacy so that conflicts do not erupt into regrettable incidents. Shouting, verbal abuse, or physical confrontations are never warranted and cannot be tolerated in the Girl Scout environment.

When a conflict arises between individuals, encourage those involved to sit down together and talk calmly in a nonjudgmental manner. Depending upon the situation, each party may need some time—a few days or a week—to calm down before being able to do this. Although talking in this way can be uncomfortable and difficult, it does lay the groundwork for working well together in the future. Whatever you do, do not spread complaints around to others. That kind of talk won't help the situation and causes only embarrassment and anger.

If a conflict persists, be sure you complete a **Conflict Management Notes** form (see Appendix) and explain the matter to your Membership Manager.



Above all, **THANK YOU** for your continued dedication to Girl Scouts, our mission, and to Girl Scouts Heart of the South!
We appreciate YOU!

For questions or concerns, please contact your Membership Manager or Customer Care at 800-624-4185.



GSHS Service Unit Team Member

SERVICE UNIT OPERATIONS MANAGER

APPENDIX

Conflict Management Notes

Gift Acceptance Form

Link to Troop Money Earning Activity

Request Form

**SU Team Position Descriptions for
Your Coordinators**

Gift Acceptance Form

**Part 1: To be completed by Girl Scouts Heart of the South volunteer or Girl Scout working on their Gold Award.
Donor to complete Part 2 OR Part 3 AND Part 4. GSHS Federal Tax ID number is 62-0502197.**

Service Unit _____ Troop/Group# _____ Is this for a Gold Award Project? _____
Name _____ Email _____
Phone: Home _____ Work _____ Cell _____
Address _____
City _____ State _____ Zip _____

Part 2: Monetary Gifts

For donations in the amount of \$250 or more and any donation of any amount requiring a tax-deductible statement from Girl Scouts Heart of the South, please complete this portion of the form and send to Girl Scouts Heart of the South. Attach any documentation pertaining to the gift such as letters, applications, or checks.

Gift Amount: \$ _____ Gift Date: _____

Purpose of Gift: _____

Part 3: In-kind Gifts

For donations of materials, supplies or services, or any donation of in-kind gifts requiring a tax-deductible statement from Girl Scouts Heart of the South, please complete this portion of the form and send to Girl Scouts Heart of the South. Attach any documentation pertaining to the goods or services – letter, invoice, or shipping receipt.

Description of Item(s): _____

Fair Market Value of Item(s) Donated: \$ _____

Check one:

- ◆ Item(s) has been delivered or picked up (Date) _____
- ◆ Item(s) will be available on (Date) _____ (Location) _____

Part 4: Donor Information

Donor(s) Name: _____

Business Name (if applicable): _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____ Website (if applicable): _____

Donor Signature: _____

Person Securing Gift: _____

Girl Scout Member/Staff Person Signature

Phone

E-mail

Please mail or email completed form to: Lori Gilmore, Chief Development Officer
p: 901.334.3471 • lori.gilmore@girlscoutshs.org

Girl Scouts Heart of the South, 825 Valleybrook Drive, Memphis, TN 38120 • p: 800.624.4185

**Link to
Troop Money Earning
Activity Request Form**

https://bit.ly/gshs_TroopMoneyEarning





The **Service Unit Finance Coordinator** provides general oversight and management of all service unit finances and is a knowledgeable and encouraging source of guidance, support and reassurance to troops regarding all relevant financial matters.

SERVICE UNIT FINANCE COORDINATOR POSITION DESCRIPTION

- Keep up-to- date financial records for the service unit and complete the service unit financial report by the assigned deadline
- Ensure that the service unit bank account is set up in accordance with GSHS financial policies
- Apply for and manage service unit tax exemption and assist troops with the tax exemption application process
- Provide up-to-date treasury reports at service unit meetings
- Facilitate budget planning based on service unit plan of work
- Promptly pay all invoices and reimbursements for service unit activities and events
- Collect monthly bank statements and receipts for the service unit
- Develop and execute plans for providing financial assistance in cases of need across service unit
- Provide guidance to troop leaders regarding troop finances and ensure bank accounts are properly set up and managed
- Assist troops with development of budget work plans
- Ensure proper closure of disbanded troop accounts and provide notification to council



The **Service Unit Community Relations Coordinator** helps the council spread the good news about all the great things Girl Scouts and volunteers are doing in their community with their local media outlets.

SERVICE UNIT COMMUNITY RELATIONS COORDINATOR POSITION DESCRIPTION

- Coordinate service unit publicity and media coverage efforts with staff communications liaison
- Develop, coordinate, and manage social media pages, platforms, etc. for the service unit and ensure your Membership Manager is designated as an administrator
- Assist service unit team members with marketing related to programs, events, recruitment, etc.
- Remain knowledgeable and provide guidance to service unit volunteers on Girl Scout branding and logo standards
- Design flyers and advertising materials as needed and/or in collaboration with other team members and your Membership Manager
- Communicate and build relationships with local media outlets to promote Girl Scouts and increase visibility across the service unit
- Promote and encourage volunteers to submit information for media release
- Ensure that service unit publicity reflects the diversity of Girl Scouting in the area
- Stay abreast of any newsworthy happenings in the community
- Submit information, digital photos, and published articles related to service unit and troop happenings to the Girl Scout council (news@girlscoutshs.org) for highlighting in GSHS publications and social media
- Submit information for council approval prior to seeking media coverage and/or publication