



Purpose: The **Service Unit Manager (SUM)** Provides leadership, management, and delivery of the Girl Scout Program in an assigned geographic area. Ensures the extension and retention of girl and adult membership. Manages the Service Unit Team, facilitates communications, holds leaders’ meetings and attends Council Leadership SUMMITS among other responsibilities. This is an unpaid volunteer position.

Service Unit Manager Position Description/Agreement Form

As an unpaid volunteer Service Unit Manager (SUM), I play an essential role in the success of Girl Scouting and provide a direct link between the Service Unit and GSNNJ. I recognize I am a role model, and my attitude, behavior and responsibilities are important. Therefore, I agree to do the following:

- Will behave in a manner that models the ideals and values of the GS Promise and Law. Will adhere to the Service Unit Manager Code of Conduct and will comply with established policies and procedures.
- Must be a registered GSUSA member and have a current and approved Criminal Background Check.
- Complete Service Unit Manager Training as soon as possible after appointment.
- Recruit, lead, and manage the SU Team and volunteers adhering to GSNNJ set procedures and policies.
- Assist meeting Council membership goal by partnering with GSNNJ Membership Recruitment Manager to plan recruitment events throughout the year.
- Support Leader completion of NLO training, and provide other support needed on Council standards.
- Work closely with Service Team Volunteers and Troop Leaders.
- Ensure that Girl Scout Juliettes (individually registered girls) are connected to the Service Unit.
- Ensure that all troops have bank accounts and support compliance with GSNNJ Financial Accountability Policy
- Attend Council Leadership SUMMITS or ensure Service Unit Representation.
- Prepare an agenda and lead SU meetings to deliver updates on Service Unit matters or activities and to distribute or promote Council information.
- Approve Troop Group Activity Applications, Money Earning applications and oversees Troop Financial Reporting.
- Recognize SU Team Members and leaders for Outstanding Service at the Annual Meeting/Adult Recognition event. Secure SU Representatives as voting members to achieve quorum.
- Provides conflict mediation with the support of Council Staff if needed.
- Recommend to Council Staff volunteer appointment and/or release in accordance with GSNNJ’s mediation procedures.
- Encourage financial support of the Council through GSNNJ Product Programs and annual giving.
- Work in ways that will encourage participation in Girl Scouting by all girls and adults in a non-discriminatory manner regardless of any protected classification under Federal or New Jersey law including, but not limited to age, race, religion, ethnicity, sexual orientation, gender identity, socioeconomic background, national origin, or physical, social, emotional, or developmental abilities.
- The Service Unit Manager is appointed for a term of two years and will serve no more than two consecutive terms. The first six months after appointment will be considered a probationary period.
- Meet with the GSNNJ staff if requested to discuss concerns within two weeks.
- An individual may resign their appointed Service Unit volunteer role at any time. Identifying and implementing a succession plan will help ensure SU success and continuity.

I understand that failure to comply with responsibilities and requirements outlined above will constitute grounds for immediate dismissal, temporary removal, or disqualification of the SUM role. I hereby agree to donate and offer my personal services and labor, free of charge, to GSNNJ. I understand and agree that I am not an employee of GSNNJ and am not entitled to any wages and/or benefits associated with my services. Reappointment is contingent on ability to perform key duties, successful completion of position responsibilities, and willingness to actively contribute to a positive organizational culture. Volunteers may be released at any time at the discretion of GSNNJ staff. GSNNJ will reserve the right to re-appoint a volunteer and holds the authority to take any other appropriate action deemed necessary.

Name (Please print) _____ **Service Unit:** _____

SUM Signature: _____ **Date:** _____