

## Community Nut Manager Position Description

Community Nut Managers (CNMs) assist, guide, and teach troops the best practices to enjoy a fruitful and smooth fall program. CNMs provide an invaluable service to girls and troops by having knowledge of the fall program's inner-workings, being a direct line of access to council for support and questions, and by providing encouragement to Troop Nut Managers (TNM), presenting them with the necessary tools so that they flourish as leaders for their Girl Scouts.

### Qualifications

- Be a current member of Girl Scouts of the USA.
- Complete the volunteer application vetting process and pass a background check screening.
- Commit to act and speak in a manner consistent with the Girl Scout Mission and Girl Scout Promise and Law.
- Complete CNM training requirements.
- **Recommended:** Complete Money Management training.
- **Recommended:** Previous experience as a TNM or Troop Cookie Manager (TCM) helpful.

### Timeline & Primary Responsibilities

- August-September: Monitor TNMs training, provide materials and support for all troops in the community.
- October: Assist TNMs and troops/IRGs with their fall program goals and entering in-person/paper orders. Receive all of community's product and distribute to TNMs at the end of October—note that **product MUST be given to troops within 24-48 hours.**
- November-December: Verify all girl reward selections. Receive community's rewards and distribute to TNMs by the middle of December.

Support and assist troops and IRGs assigned in the community through the annual fall program and related activities. This includes communicating with troops/IRGs in the community, holding trainings and meetings with TNMs, collecting paperwork, assessing nut orders and reward orders, and being accessible to TNMs for support and fortitude.

### Detailed Responsibilities and Qualifications

- Respond in a timely manner to all texts, calls and emails from TNMs and PPD.
- Meet council's deadlines listed in the CNM Supplement.
- Establish a community fall program goal with input from the community team and troops/IRGs before the program begins in September.
- Monitor online troop training (via community TNM Log provided by PPD) and/or schedule and facilitate TNM training opportunities for troops/IRGs needing in-person training.
- Collect required forms and distribute materials and recognitions to participating troops/IRGs in the timeline provided in the program materials.
- Verify/update shipping address in the online system.
- Receive all of community's troop/IRG products from delivery agent and schedule troops/IRGs to pick up their order. **IMPORTANT: Required Space**—Must have ample indoor, climate-controlled, smoke-free, and preferably pet-free space for actual product to be delivered to

location (if other than home, must have written and signed location/manager approval) during the end of October.

- Collect and audit Delinquent Account Reports turned into you and ensure that all required documentation is included and accurate.
- Verify final girl reward selections in M2 by deadline provided in the program materials.
- Receive girl recognition items, sort and distribute the items to troops/IRGs in a timely manner. Return all unclaimed recognition items to the council if not picked up by troops/IRG by January.
- Evaluate the fall program and make recommendations for future program.

**Support**

The Product Program department (PPD) at the Sally Cheever Girl Scout Leadership Center will provide in-depth training to all CNMs and be their first contact for any issues that may arise within the community. We kindly request that all inquiries to the PPD come via Customer Care directly from CNMs, and not TNMs, as we encourage TNMs to contact their CNMs, directly. When contacting PPD via Customer Care it is important to provide as much information as possible; include applicable names, troop numbers and a complete description of issue or question.

We encourage TNMs to contact their CNMs for guidance and direction as to create a self-sufficient network of supportive volunteers. It is also beneficial and efficient for the PPD to assist 30 CNMs and allow flow of information to the troops—as opposed to answering 700+ troops’ questions.

Printed Name\_\_\_\_\_ Date\_\_\_\_\_

Signature\_\_\_\_\_