



Service Unit Team Manual

Last Updated 2025

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Girl Scout Ideals



Girl Scout Mission

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



Girl Scout Promise

On my honor, I will try:

To serve God* and my country,
To help people at all times, And
to live by the Girl Scout Law.



Girl Scout Law

I will do my best to be

honest and fair, friendly and
helpful, considerate and caring,
courageous and strong, and
responsible for what I say and do,

and to

respect myself and others,
respect authority,
use resources wisely,
make the world a better place, and
be a sister to every Girl Scout.

*May be replaced by a word that reflects your spiritual belief

The Service Unit (SU)

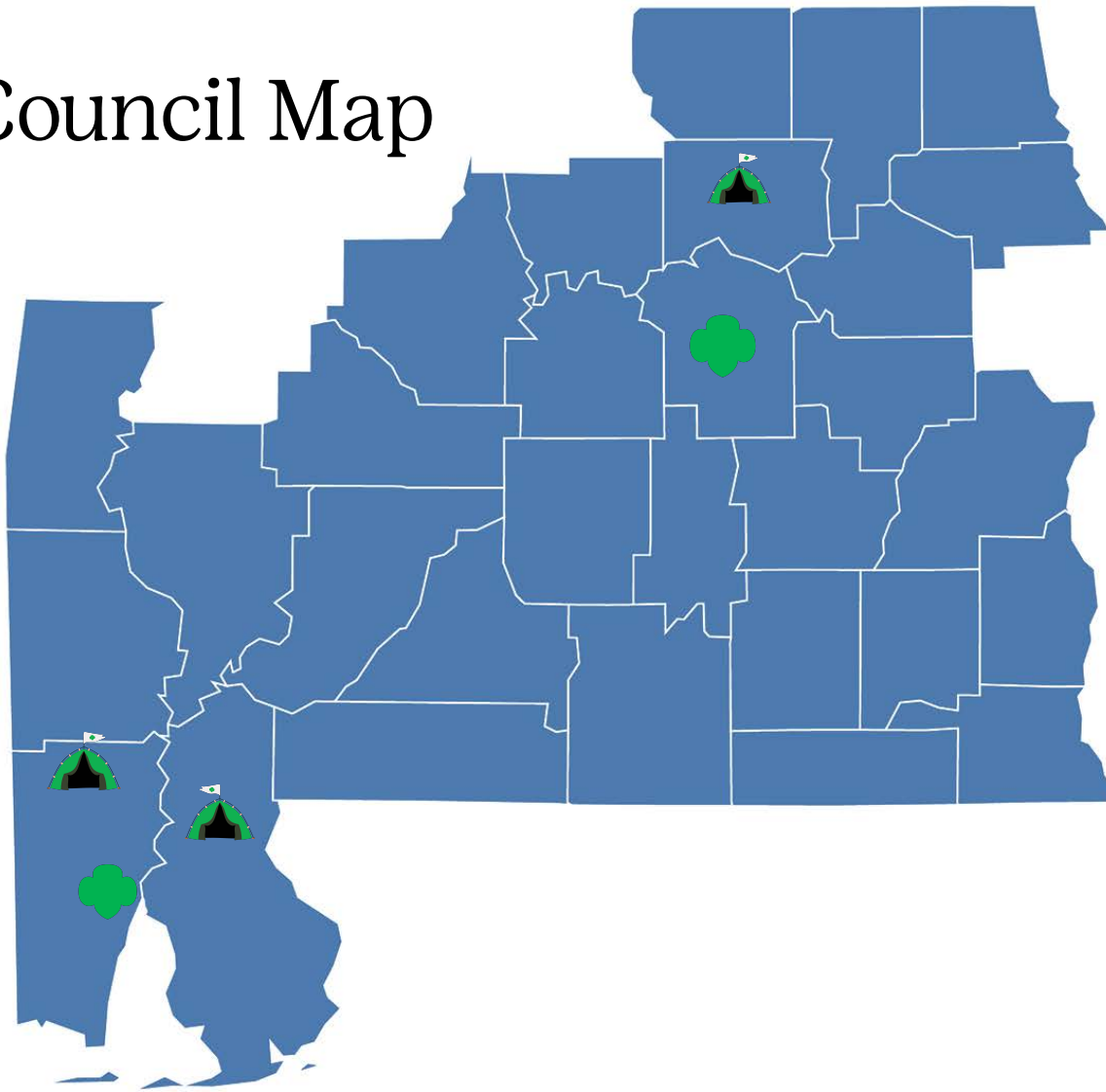
What is a SU?

A Girl Scout service unit is a community of youth, volunteers, and families grouped together within a defined geographic area. The service unit team is an essential, local, volunteer-led support system that organizes meetings and events. A SU also provides Girl Scout programs and membership support for volunteers, youth, and caregivers.

Service Unit Responsibilities



Council Map



Girl Scout
Camp Property



Girl Scout
Experience Center/Shop



**Montgomery Girl Scout
Experience Center/Shop**
2501 Bell Road, Suite 1
Montgomery, AL 36117



Kamp Kiwanis
2365 Camp Kiwanis Rd
Eclectic, AL 36024



Scoutshire Woods
6051 Scoutshire Camp Rd
Citronelle, AL 36522



**Mobile Girl Scout
Experience Center/Shop**
3506 Montlimar Plaza Drive
Mobile, AL 36609



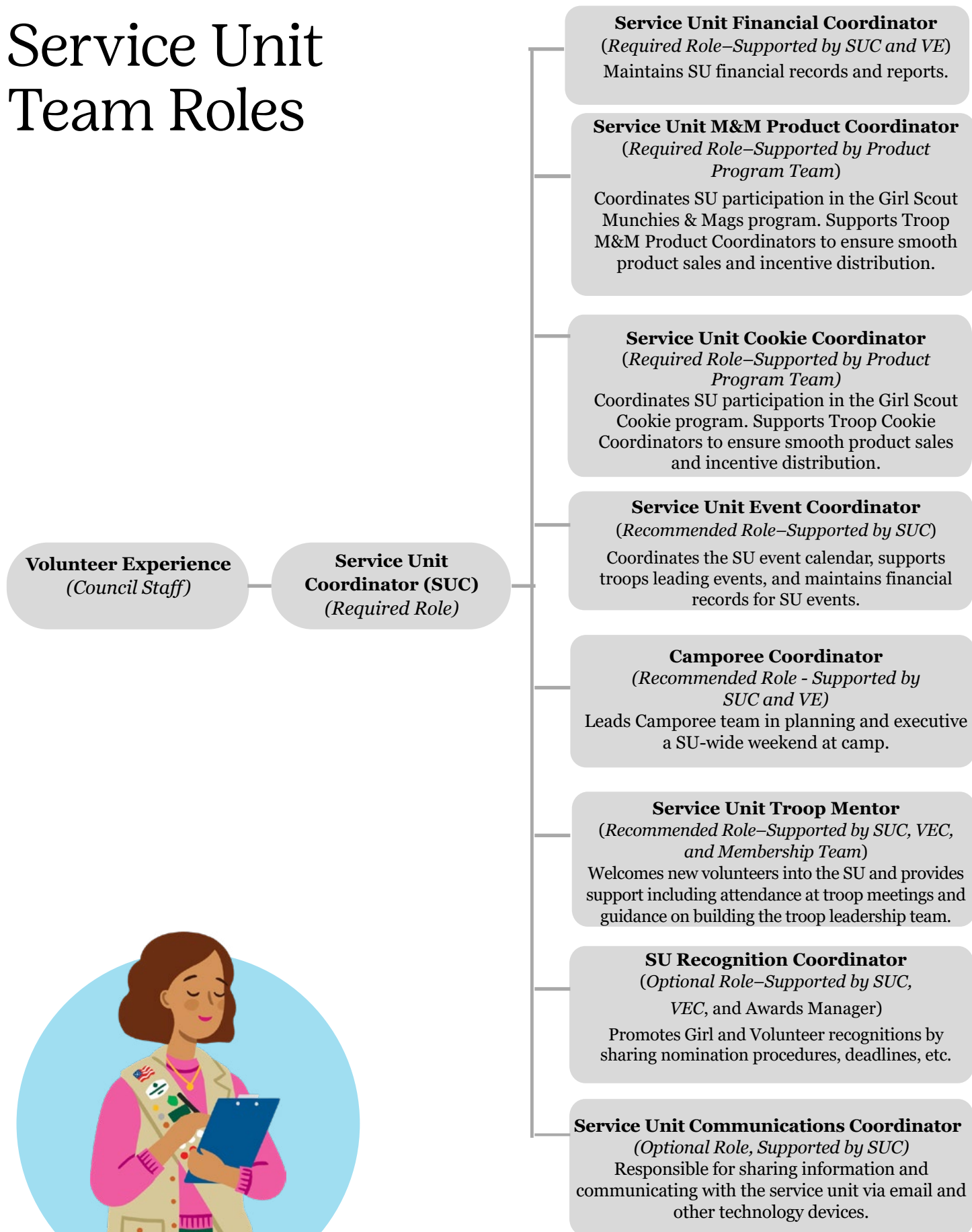
Camp Sid Edmonds
13501 Joe Hall Rd
Bay Minette, AL 35607

For office & store hours visit our website at <https://www.girlscoutssa.org/en/discover/our-council/visit.html>

Service Unit Locations

SU 632	Coosa County
SU 658	Tallapoosa County
SU 705	Bullock County
SU 707	Barbour County
SU 710	Lee/Chambers Counties
SU 712	Macon County
SU 804	Mid to Southern Mobile County
SU 805	Wilcox County
SU 809	Clarke County
SU 810	Monroe County
SU 812	Escambia County
SU 813	Conecuh county
SU 814	North Baldwin County (Bay Minette/Stapleton)
SU 815	Mid Baldwin County (Daphne)
SU 819	Washington County
SU 823	Choctaw County
SU 824	West Mobile County (Theodore to Mississippi)
SU 825	South Baldwin County (Fairhope)
SU 826	Mid to Northern Mobile
SU 878	North Mobile County (Citronelle, Saraland, Chickasaw)
SU 904	Dallas County
SU 906	Autauga County
SU 908	Elmore County
SU 910	Lowndes County
SU 914	Montgomery County
SU 915	Montgomery County (Pike Road area)
SU 920	Butler County
SU 921	Crenshaw County
SU 922	Pike County
SU 923	Coffee County
SU 925	Covington County
SU 927	Geneva County
SU 929	Dale County
SU 930	Henry County
SU 931	Houston County

Service Unit Team Roles



Service Unit Team

Role Descriptions and Resources

These are crucial roles to supporting a thriving SU. Please feel free to use your role description on your resume.

Service Unit Coordinator

The Service Unit Coordinator (SUC) is appointed by the Service Unit Team and confirmed by council. The SUC is responsible for the overall coordination of the Service Unit by managing the Service Unit Team and providing support to SU Team roles for their various responsibilities. The SUC consolidates suggestions and/or concerns from the SU and reports those to council, and also plans and facilitates Service Unit Meetings. The SUC also attends quarterly virtual meetings held by council.

Available Training/Support

- [Service Unit Training](#) Learning Path in gsLearn
- Additional gsLearn modules as recommended
- SU Check-In Zoom Meetings (held quarterly)

Resources and Links

- [GSSA Volunteers](#) Facebook Group
- Service Unit Roster Access in [Looker](#)
- [GSSA Volunteer Policies](#)
- [Volunteer Essentials](#)
- [Service Unit Resources](#)

Building a Team

- [Recruiting Your Team](#)
- [Exploring Leadership Styles: The Birds](#)

Meetings

- [Meeting Planning Guide](#)
- [Meeting Agenda Template](#)
- [Service Unit Meeting Tips](#)

Conflict Management

- [Behavior Norms](#)
- [Understanding Conflict](#)
- [Managing Girl Scout Behavior](#)

Safety Considerations

- [Safety Activity Checkpoints](#)
- [Emergency Action Plan](#)
- [Accident/Sickness Report Form](#)
- [Volunteer Essentials Safety Information](#)
- [Site Safety Checklist](#)

Succession

- [Succession Planning](#)

Service Unit Finance Coordinator

The Service Unit Finance Coordinator is trained as the expert on Girl Scout finance issues for the service unit. The service unit treasurer is highly organized and comfortable with Microsoft Excel. The treasurer will maintain service unit financial records and complete the service unit end of year finance report. The treasurer supports troops with questions regarding troop finance reports.

Service Unit Finance Coordinator Duties:

- Manage the service unit's checking account
- Manage online service unit payment platforms
- Pay invoices for all service unit activities and events
- Complete and submit service unit financial reports to council annually
- Participate as an active member of the service unit team by attending regular meetings and reporting out on service unit financials
- Support troop volunteers with money management best practices and finance report submission

Training Required

[GSSA Financial Coordinator Training](#) in gsLearn

Financial Calendar

Fall	Promote best practices for troop record keeping at the start of the Girl Scout membership year Manage spending for Service Unit
Winter	Ongoing management of spending for SU
Spring	Ongoing management of spending for SU
Summer	Monitor SU funds and ensure they are spent in collaboration with service unit goals SU financial reports due Planning for next Girl Scout membership year

Role Requirements

Each service unit should have a checking account to be used solely in support of Girl Scout business and activities for the service unit. Any service unit bank account requires a minimum of two signers, one of which must be the Service Unit Financial Coordinator.

Administrative Costs	Postage, meeting supplies, copies, renting meeting space, virtual meeting platform subscriptions, etc.
Food and/or Beverages	For volunteer meetings or other adult events
Adult Recognition	Adult volunteer recognition, including activities, gifts, events for leaders and service unit volunteers
Recruitment	Program supplies and expenses for recruitment events, approved by Girl Scouts of Southern Alabama. Request approval by contacting customercare@girlscoutssa.org .
Highest Award Recognition	Recognition for earners of Bronze, Silver, Gold Awards
SU Trainings/ Workshops	Registration fees for council-sponsored SU team or volunteers to attend education programs that will benefit the service unit as a whole (eg. Food Safety Manager, First Aid, Archery, Small Craft Safety). Must be approved by Service Unit Team.

Event Funds and Account: Service unit event funds may be collected within the SU bank account.

Additional Funds:

- **SU Money Earning:** Service units are not independently recognized non-profits; however they are permitted to engage in separate fundraising activities, much like troops can. Fundraising activities must be approved and follow requirements published in the [Blue Book of Basic Documents](#) as well as the policies and guidelines in the [GSSA Volunteer Policies](#) document.

Resources and Links

- [Financial Activity Spreadsheet](#)
- [SU Financial Report](#)
- [GSSA Financial Coordinator Training](#) in gsLearn
- [SU Money Earning Activity Request Form](#)
- [Troop Money Earning Request Form](#)

Service Unit Munchies & Mags Coordinator

The service unit Fall Product manager conducts all facets of the SU's Fall Product sales. This person will work closely with the service unit manager, troop Fall Product managers, and council product program team. Duties also include training troop Fall Product managers (TPRMs), distributing troop materials, and maintaining accurate records using the fall product company website. This individual will be financially responsible and must maintain integrity when managing funds, receipts, sales reports, and deposit slips. Strong math skills and an attention to detail are required in this position.

Training Required

- Annual Product Program fall sale training, typically in August

Resources and Links

- [Munchies & Mags](#)

Service Unit Cookie Coordinator

The service unit product manager for Girl Scout Cookies handles almost everything to do with cookie season. This person should have excellent communication, organizational, and mathematic skills—patience is helpful! This position works in partnership with the service unit manager and council staff to make cookie sales a success. A large portion of record keeping is done in Ebudde, making strong computer skills and easy access to technology a must.

Training Required

- Annual Product Program cookie training, typically held in November

Resources and Links

- [For Cookie Sellers](#)
- [LBB Cookie Tech Portal \(littlebrownie.com\)](#)

Service Unit Event Coordinator

The event coordinator develops an annual plan for service unit events in collaboration with troop leaders and the service unit team. The event director is a leadership position that requires the ability to recruit and guide others to support the development and delivery of programs, events, community service and activities. The service unit event director maintains accurate financial records for each event, and supports the promotion, organization, registration, and payment for events. The person in this role will have strong leadership and organizational skills.

Typical Service Unit Events

Service Unit Event: A service unit event is an event that is put on by a troop or by the service unit team as a service to Girl Scouts in the community and is not a money earning opportunity. Running a service unit event is a valuable opportunity for Girl Scout youth to learn leadership, planning and organizational skills in accordance with the Girl Scout Leadership Experience (GSLE) and is a natural progression for a Take Action project or Highest Awards project.

Troop Money Earning Event: A troop money earning event is an event that is hosted and planned by Girl Scout youth with the purpose of earning money toward a Girl Scout-determined goal. A troop money earning event should follow the money earning guidelines and have a pre-approved money earning application. Funds should be run through the troop account and be reported on the Annual Troop Finance Report. It should be clearly stated on the event flyer or social media post that this is a money earning event. Troop money events are not able to accept financial assistance as payment.

Service Unit Money Earning Event: A service unit money earning event is an event that intentionally earns money to fund service unit scholarships or activities that may benefit Girl Scout youth or volunteers. Service units should follow the same money earning guidelines that a troop is required to follow. In addition, Service units should not use traditional SU events such as World Thinking Day, Founders Day, Cookie Rallies, or bridging as money earning opportunities. These events should be kept at a reasonable cost so there is no financial barrier to attending.

Service Unit Event Best Practices

Having a set of service unit event guidelines creates expectations that will ensure continued successfully planned and executed service unit events.

1. Service unit teams can and should determine which events are deemed “service unit events” and which events will be open to troops for money earning opportunities.
2. Additional money earning opportunities can be added to a service unit event to provide additional incentive for a troop to host an event. Money earning opportunities should be youth-led. Examples include bake sales, face painting booths, photo booths, and badge earning workshops. A money earning application is required by the troop (see [Money Earning SU request form](#)).
3. Ideally, an event should be advertised at least two months in advance in order to allow for maximum participation. Registration should indicate a cutoff for registration submission.
4. Service unit events should have a pre-determined budget so that the event breaks even with expenses and income. Budgets can be determined by prior event history and by doing research and price checking in advance of the event. The [Event Planning Worksheet and Budget](#) can be used to create an outline for your event and allow for a service unit oversight of troop run events.
5. Service unit events can and should advertise financial assistance or Program Credits as one option for payment. If financial assistance is chosen as method of payment, the service unit event registrar should notify the customer care team.
6. Service unit events must be run through the service unit account. Payment should be made to the service unit and this should be indicated on the event flyer. Troops that are running these events can have the service unit pay for deposits and patches, or the troops can pay in advance and save the receipts to be refunded by the service unit. There should be a service unit event ledger for each service unit event that gets turned in with the annual SU finance report that includes all original receipts.

Resources and Links

- [Event Planning Guide](#)
- [Event Planning Worksheet and Budget](#)
- Using Financial Assistance for SU Events (contact our customer care team)

Camporee Coordinator

The Camporee Coordinator plans and executes camporees for the service unit. The person in this position knows how to develop and manage the event budget and will participate in and oversee the complete camp experience (meals, activities, staff/leader training, administrative reports, and safety plan). The Camporee Coordinator will also recruit and supervise a team of camp volunteers, including older Girl Scouts and/or adults.

Training Required

- GSSA Outdoor Essentials
 - [Overnight Essentials Course](#) in gsLearn
 - Familiarity with the [Outdoor Essentials Progressive Patch Program](#)
 - Familiarity with the [Outdoor Essentials Resource Manual](#)
 - Attend an in-person training event hosted by council or by a qualified Outdoor Essentials trainer, or submit video/photo documentation of mastery of the required skills

Resources and Links

- [Camp and Outdoors](#)
- [Event Planning Guide](#)
- [Event Planning Worksheet and Budget](#)
- [Site Safety Checklist](#)
- Using Financial Assistance for SU Events (contact our customer care team)

Other Service Unit Roles:

Service Unit Troop Mentor

A Service Unit troop mentor is an experienced volunteer who provides guidance, support, and resources to new or struggling troop coordinators, acting as a friend and ambassador for the Girl Scout program within their local service unit. Mentors help new leaders understand Girl Scouting, navigate support systems, familiarize themselves with policies, and provide an encouraging, positive presence to ensure a successful experience for both the adult volunteers and the girls.

Training Required

Successful completion of GSSA's [New Coordinator Training Learning Path](#) in gsLearn, and a minimum of 3 years experience in a troop leadership capacity.

Service Unit Recognition Coordinator

A Service Unit Recognition Coordinator is a volunteer role responsible for fostering a culture of appreciation by facilitating formal and informal recognition for adult volunteers within a service unit or area. Key duties include promoting awards, educating others on nomination procedures, maintaining award records, assisting with nominations for council and national awards, and planning service unit recognition events to acknowledge achievements and contributions.

Resources and Links

- [Volunteer Service Pin](#)
- [Volunteer Appreciation Pin](#)
- [Volunteer Honor Pin](#)
- [Volunteer Thanks Badge](#)
- [Volunteer Thanks Badge II](#)
- [Endorsement Form](#)

Communications Coordinator

The service unit communication coordinator is in charge of record keeping at all service unit meetings. The person in this position will be highly organized and possess strong time management skills, frequently communicating with the service unit via email and other technology devices. This role requires thorough note taking, high attention to detail, and timely communication skills.

Resources and Links

- [Internet Safety Guidelines](#)

Girl Scouts of Southern Alabama Social Media

- [Facebook](#)
- [Private Facebook Group for GSSA Volunteers](#)
- [Instagram](#)

Service Unit Calendar

Use this calendar as a guide of what service units (SU) may consider covering during the Girl Scout year.

Fall

Winter

Spring

Summer

To Do

September

- Investiture/rededication
- Munchies & Mags sale
- Goal setting
- Spring Camporee planning
- SU check-in with GSSA

October

- Munchies & Mags sale
- Investiture/rededication

November

- Cookie Coordinator Training (Service Unit and Troop) training
- Verify troop roster accuracy

December

- Delegate elections
- SU Cookie training
- SU check-in with GSSA

January

- SU cookie training
- Cookie rally
- Cookie sale begins

February

- Day camp promotion/registration

March

- Cookie booth sales end
- Spring Camporee
- Day Camp promotion/registration
- SU check-in with GSSA

April

- SU Volunteer Appreciation
- Extended-year membership opens
- Early Bird renewal opens

May

- Spring Camporee
- Bridging/reinvestiture ceremony
- End-of-year celebration

June

- Submit Finance Reports
- SU check-in with GSSA

July

- Day camp

August

- Munchies & Mags Training (Service Unit and Troop)
- Open houses/back-to-school night recruitment events

Important Dates

September

- Munchies & Mags sale

October

- October 1 - Membership year begins
- (10/31) Juliette Gordon Low's birthday

December

- Council office closures*

January

- Cookie Sale begins*

February

- (2/22) World Thinking Day

March

- Girl Scout Week*
- (3/12) Girl Scouts' birthday

April

- Volunteer Appreciation Month
- (4/22) Girl Scout Leader Appreciation Day

June

- Finance Reports due

August

- Munchies & Mags Training

*Dates change yearly

Your Service Unit Year-at-a-Glance

Month	Topics/Meeting Ideas	Events
August		
September		
October		
November		
December		
January		
February		
March		
April		
May		
June/July		