girl scouts of the sierra nevada

Title: Cookie Cupboard Coordinator | **Date: 10/15/2026**
FLSA Status: Hourly/ Non-Exempt | **Reports To: Director of Product Sales**

POSITION SUMMARY

The Cookie Cupboard Coordinator supports the Girl Scouts of the Sierra Nevada (GSSN) cookie cupboards during the annual Girl Scout Cookie Program season. This is a temporary, full-time position effective January 18, 2027 – March 28, 2027.

The role of the Cookie Cupboard Coordinator is customer-facing and involves processing and filling cookie orders (accurate counting cases of cookies, each case containing 12 packages) lifting them and putting them in place for volunteers to pick up. It also involves accurate data entry of customer receipts into the Smart Cookie system and answering customer questions as needed.

ESSENTIAL FUNCTIONS

- Prepare cookie orders for pick-up; this includes pulling cases of cookies from pallets and reading order forms.
- Verify customer pick up.
- Assist with keeping the inventory in the cupboard organized.
- Enter all transactions into the Digital Cookie or Smart Cookie System and be able to answer customer questions regarding their accounts.
- Provide friendly and efficient customer service.
- Work positively with the GSSN team to make the Cookie Cupboard a positive experience for volunteers and family members picking up cookies.
- Transport cookies to or from outlying cupboards on occasion.
- Perform other duties as assigned.

QUALIFICATIONS

- High School diploma or equivalent.
- Must have a customer-focused mindset, and committed to delivering excellent customer service with a collaborative and supportive approach.
- Candidates will be reliable, solution-oriented, and meet deadlines.
- Capacity to, independently and as part of a team, plan, organize and prioritize work, while managing multiple deadlines in a fast-paced environment.

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- Computer proficiency and accuracy, keyboard skills, data entry skills, and experience using Microsoft Office (Outlook, Word, Excel) are encouraged.
- Ability to effectively identify, analyze and solve practical problems and successfully manage a variety of variables and personalities; ability to adapt in a changing environment.
- Must have a valid drivers license and a clean driving history. Travel may be necessary up to 10% of the time.
- Girl Scout experience is a plus.

Work Environment: This position is outdoors and subject to cold weather for extended periods of time and must dress appropriately for various winter weather conditions. Will have prolonged periods of standing and moving/lifting cases of cookies.

Physical Demands: Must be able to lift up to 20 pounds and be able to move and pack cases of cookies to assist volunteers, families, and staff with loading and unloading cars, vans, and storage areas, indoors and out.

Hours: Must be able to work approximately 36-40 hours per week. Approximate schedule: Wednesday, Thursday, and Friday 11:00am-7:30pm, Saturdays and Sundays 8:30 am – 5:00pm.

COMPETENCIES
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Must maintain a high level of knowledge of the organization on a continual basis through staff, team and departmental meetings, or through research, print or online materials, and other avenues available within the organization.

Authority and Accountability
Accountable to the CEO. Employee has the authority to carry out work performance objectives agreed upon with their supervisor. Objectives are outlined annually and reported/reviewed at least quarterly. The primary duty will be the performance of office or non-manual work directly related to the management or general business operations of the employer and includes the exercise of discretion and independent judgment with respect to matters of significance.

Supervisory Responsibility
None

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Required Training
GSSN Cookie Training

Language Skills
Ability to read documents, write reports and correspondence, speak effectively before individuals in English.

Mathematical Skills
Must be able to understand and perform math skills needed for the position (addition, subtraction, multiplication, division, percentages, ratios, fractions, and proportions to practical solutions) either with or without a calculator.

Reasoning Ability
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form and carry them out.

Computer Skills
To perform this job successfully an individual should have knowledge of Microsoft Office Suite software (MSWord, Excel, PowerPoint, etc.) Internet and Outlook.

Certificates, Licenses, Registrations
Employees who use privately owned vehicles for council business are responsible for complying with local, state and federal laws. Employees will be required to carry a current driver's license, vehicle registration, personal and public liability insurance which meets state and council requirements.

Mental Requirements
The employee is required to have the ability to learn and comprehend basic instructions and carry them out. The employee is required to coordinate eyes, hands, and fingers rapidly and accurately in order to type, operate a vehicle, and write. The employee is required to have the ability to understand the meaning of words and respond effectively. The employee is required to have the ability to perform basic arithmetic accurately and quickly as defined in the qualifications.

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

To perform this job successfully, the incumbent will possess the skills, aptitudes and abilities to perform each duty proficiently.

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It is the policy of the Council to comply with all the relevant and applicable provisions of the Federal Americans with Disabilities Act (ADA), as well as state and local laws concerning the employment of persons with disabilities. The Council will not discriminate against any qualified employee or job applicant because of a person's physical or mental disability with respect to any terms, privileges, or conditions of employment, including but not limited to hiring, advancement, discharge, compensation, and training. Essential functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Where necessary and feasible, reasonable accommodations will be made for qualified disabled employees to perform the essential functions of the job in question, as long as the accommodation does not cause the Council undue hardship or violate any other policy. All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of other individuals in the workplace, which threat cannot be eliminated by reasonable accommodation, will not be hired.

The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Received and accepted by:

_____	_____
Employee Name (Please Print)	Employee Signature and Date
_____	_____
Supervisor's Name (Please Print)	Supervisor Signature and Date

_____ Signed copy provided to employee (HR initial and date)