



Girl Scouts San Diego (GSSD) Staff Departments

The GSSD team provides specialized support across departments, routed through our Customer Care team. Get to know us! Learn about the departments and what resources we offer.

Customer Care | customercare@sdgirlscouts.org or 619-610-0821

Your first stop for questions, concerns, and assistance. Customer Care will connect you with the appropriate GSSD team to meet your needs.

Tip: When emailing, include the question topic, your troop and/or service unit number in the subject line. When calling, ask for the department that you think best fits your needs, and Customer Care will route you accordingly.

Customer Care can answer questions like...

- I need to renew my membership, but I show as inactive in MyGS. What should I do?
- I am not receiving the password reset email. How can I get into my account?
- The troop I would like to join is not appearing in my online search. What should I do?
- How do I know if I am registered for Girl Scouts and have completed the background check?
- How do I comply with California Assembly Bill 506?
- How do I transfer girls into my troop?

Membership

Recruitment and Engagement: Welcoming girls, families, and volunteers into Girl Scouts and helping them find ways to participate.

Membership can answer questions like...

- I am a new or existing member looking for a troop in my community. Where do I start?
- I have a troop, but it is at capacity. Who can help girls in my neighborhood find other opportunities?

Troop Banking

Supporting troop finances and banking.

Troop Banking can answer questions like...

- I am having trouble accessing my troop bank account. What should I do?
- How can I add and remove signers from my troop bank account?
- My troop has been charged bank fees. Can I have those removed?
- Who can assist me with completing my troop's Annual Financial Report?
- I have questions about how we can use our troop funds. Who can help me?

Regional Support

Helping with Girl Scout resources (VTK, MyGS), changes in troops, and service unit team support (working with volunteers who coordinate programs and activities in the service unit).

Regional Support can answer questions like...

- I'm a new leader and need some help finding activities and resources. Who can answer my questions?
- My Girl Scout is participating as an individually registered member (IRM). What resources are available to me as I guide her?
- I am having some issues with my troop or service unit that I want to resolve. Who can I talk to?
- I am stepping into the role of troop leader because our previous leader is moving on. What are my next steps?
- My troop has decided to disband. What are the next steps?
- How can I connect with other troops or find events in my community?
- I would like to help my service unit team. How can I become involved?

Volunteer Experience

Assists with gsLearn, trainings (in person and online), and Youth Mental Health First Aid

Volunteer Experience can answer questions like...

- Can you help me troubleshoot an issue with logging into gsLearn?
- How can I sign up for trainings like archery, hatchet-throwing, or slingshots?

Product Program

All things Girl Scout Fall Product Program and Girl Scout Cookie Program

Product Program can answer questions like...

- I am having issues placing my initial order for the cookie program. What are my next steps?
- My Girl Scout is looking to change troops, but we are in the middle of a product program season. Is that possible?
- I have questions on participation in product program. Who should I connect with?
- I am a new Troop Fall Manager or Cookie Manager. How can I get further support?

Outdoor

Getting Girl Scouts, families, and volunteers outside through programs like sleepaway camp, day camp, camporees, backpacking, and more.

Outdoor can answer questions like...

- What can I expect when visiting a GSSD property?
- What items are provided in the cabins and what do I need to bring?
- I want to reserve archery and slingshots for the day. Do I need to bring equipment?

Girl Scout Leadership Experience (GSLE) Team

Girl Scout program events, community partners, highest awards, and other leadership opportunities.

GSLE can answer questions like...

- I want to attend Girl Scouts events. Where should I look?
- I have questions about Highest Awards. Who should I connect with?
- I have a question about Leadership Awards. Who should I connect with?
- How can I attend community partner events?

Girl Scouts San Diego Retail Store

Operating two retail shops (Balboa Campus and Escondido Program Center) in San Diego County that offer handbooks, badges, clothing for youth and adults, and other items to enhance your Girl Scout experience. Proceeds stay local to benefit Girl Scouts in San Diego and Imperial counties. Find hours, locations, and contact information at sdgirlscouts.org/store

Retail can answer questions like...

- Where can I get a uniform for my Girl Scout?
- Are you fully stocked/do you have item XYZ available?

Marketing and Communications (MarComm)

Keeping everything within Girl Scout-brand standards. Find brand and writing guides, GSSD logos, and more at sdgirlscouts.org/brand.

MarComm can answer questions like...

- I designed a service unit event flyer and want to make sure it meets brand standards. Who should I contact?
- My troop got asked to be on the news. What should I do?

About Girl Scouts San Diego (GSSD)

Girl Scouts of the USA is the nation's preeminent leadership development organization for girls, with a mission of building girls of courage, confidence, and character, who make the world a better place. As one of 111 councils, **Girl Scouts San Diego** provides year-round activities and volunteer training for nearly 24,000 girls and adults in San Diego and Imperial counties.