

Volunteer Job Description – Food Distribution



Purpose: The Food Distribution volunteer is responsible for providing customers with the appropriate box of food, bread, produce, dessert, and choice of meat.

Duties:

- Greet customers and take their card (TEFAP/Red) folder (Non-TEFAP/Blue or Emergency)
- Select correct box according to household size and box type (TEFAP or Non-TEFAP)
- Offer customer choice of meat (based on availability) according to household size
- Add in extra food (dessert, bread, produce, etc.) based on availability
- Direct customers to produce on counter and bread on shelves if available
- Keep the food distribution area clean and free of spills
- Occasionally help keep carts in order
- Attend any relevant trainings
- Seek support from staff for unusual challenges
- Other office duties as assigned

Qualifications:

- Friendly demeanor
- Desire to serve others
- Willingness to follow directions
- Ability to work as part of a team
- Ability to remain calm in stressful situations

Physical Demands:

- Ability to lift, push, and pull up to 75 pounds repetitively and safely
- Ability to tolerate walking and standing on hard surfaces for up to 2 hours at a time
- Ability to bend, reach, and grasp food items

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-6 hours, once per week. If unable to commit to a regular weekly shift, volunteers may opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
9:15am-12pm	9:15am-12pm	9:15am-12pm	12:45-3pm
12-2:45pm	12-2:45pm	12-2:45pm	3-5:15pm

Training and Support:

The Food Distribution volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced Food Distribution volunteers prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Warehouse

Purpose: The Warehouse Volunteer is responsible for processing incoming food donations and keeping food stocked to ensure the red and blue lines function properly as well as food distribution.



Duties:

- Mark and sort salvaged food from participating retail stores and/or restaurants
- Inspect and sort donated products
- Deliver food to distribution area
- Keep shelves on red and blue lines stocked
- Assist the Warehouse Clerk with filling boxes as needed
- Build boxes for the red and blue lines as needed
- Clean and organize warehouse area as directed by the Warehouse Manager
- Go off-site to assist with food donation pick-ups
- Assist with other warehouse tasks as needed
- Attend any relevant trainings
- Seek support from staff for unusual challenges

Qualifications:

- Friendly demeanor
- Desire to serve others
- Willingness to follow directions
- Ability to work as part of a team

Physical Demands:

- Ability to lift, push, and pull up to 75 pounds repetitively and safely
- Ability to tolerate walking and standing on hard surfaces for up to 2 hours at a time
- Ability to bend, reach, and grasp cans of food

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-6 hours, once per week. If unable to commit to a regular weekly shift, volunteers may opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
9:15am-12pm	9:15am-12pm	9:15am-12pm	9:30-11:30am
12-2:45pm	12-2:45pm	12-2:45pm	11:30am-1:30pm
			1:30-3:30pm
			3:30-5:30pm

Training and Support:

The Warehouse volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow the Warehouse Manager, the Warehouse Clerk, experienced Warehouse volunteers, or other Warehouse staff prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Driver

Purpose: The Driver is responsible for food donation pick-up and assisting warehouse staff and volunteers as needed



Duties:

- Timely pick-up from local stores and delivery of products
- Complies with material handling and food safety guidelines and advises management on needed actions
- Assists with unloading and storing all products according to established procedures
- Assists donors with unloading food
- Records poundage of food donations
- Keeps accurate mileage records in logbooks
- May be asked to assist with local food drives and special events related to food pick-up

Qualifications:

- High school diploma or GED required
- Must have a valid Virginia driver's license and own transportation (God's Storehouse will provide the truck or van used to pick up donated food items)
- Safe driving record required
- Experience driving large van, large and small trucks
- Experience in the operation and maintenance of warehouse equipment such as forklifts and pallet jacks according to the established safety regulations
- Ability to work independently and as part of a team
- Available to work weekday mornings and occasional weekends

Physical Demands:

- Ability to lift, push, and pull a minimum of 60 pounds repetitively and safely
- Ability to stand for up to 2 hours at a time
- Ability to tolerate walking and standing on hard surfaces for up to 2 hours at a time
- Ability to climb into and out of a truck

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 2-4 hours, up to three times per week. If unable to commit to a weekly shift, volunteers may opt to be placed on an alternate list to be called whenever there is a volunteer absence or special event.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:30am-12pm	8:30am-12pm	8:30am-12pm	8:30am-12pm	8:30am-12pm	VARIES

Training and Support:

The Driver will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will serve alongside experienced volunteers for on-the-job training. All volunteers will receive on-going trainings applicable to their position.

Volunteer Job Description – Receptionist

Purpose: The Receptionist is responsible for greeting customers, screening calls, and serving as the first point of contact between community members and God’s Storehouse.



Customer Service Duties:

- Welcome customers and guests
- Direct customers to the correct desk; direct guests to the appropriate staff person
- Answer the phone and direct calls to the correct line
- Maintain list of new customers and customers who need to be updated; alert Intake volunteers of any customers that need assistance and pull the customers’ file if necessary
- Provide friendly and accurate responses to customer questions; refer to the Customer Resources Notebook when appropriate
- Attend any relevant trainings
- Seek support from staff for unusual challenges

Administrative Duties:

- Check volunteer desk office supplies; order additional supplies when needed
- Select greeting cards according to the prayer list; solicit volunteer and staff signatures; address & mail
- Make copies of volunteer forms as needed
- Address & mail donation receipt letters; adhere to God’s Storehouse donor privacy and confidentiality policies

Qualifications:

- Friendly demeanor
- Desire to serve others
- Basic computer skills
- Basic office phone skills
- Legible handwriting
- Willingness to follow directions
- Ability to work independently and as part of a team

Physical Demands:

- Ability to sit for long periods of time
- Ability to occasionally walk across the office

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-6 hours, once per week. If unable to commit to a regular weekly shift, volunteers may opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
9:15am-12pm	9:15am-12pm	9:15am-12pm	12:45-3pm
12-2:45pm	12-2:45pm	12-2:45pm	3-5:15pm

Training and Support:

The Receptionist will receive an orientation to God’s Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced receptionists prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Red Desk



Purpose: The Red Desk is responsible for greeting customers and checking them into the database.

Duties:

- Welcome customers to the red desk
- Check customers into the database and create sign-in cards
- Investigate alert notes in the database and take appropriate action
- Ensure accurate information from customers by checking for updates and changes in information
- Remind customers of requirement to renew proxy and to sign Self Declaration of Income every January and July
- Provide friendly and accurate responses to customer questions
- Attend any relevant trainings
- Seek support from staff for unusual challenges
- Other office duties as assigned

Qualifications:

- Friendly demeanor
- Desire to serve others
- Basic computer skills
- Basic office phone skills
- Legible handwriting
- Willingness to follow directions
- Ability to work independently and as part of a team

Physical Demands:

- Ability to sit for long periods of time
- Ability to occasionally walk across the office

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-6 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
9:15am-12pm	9:15am-12pm	9:15am-12pm	12:45-3pm
12-2:45pm	12-2:45pm	12-2:45pm	3-5:15pm

Training and Support:

The Red Desk volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced Red Desk volunteers prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Intake



Purpose: The Intake volunteer is responsible enrolling new customers or updating current customers to be eligible to receive food from God's Storehouse.

Duties:

- Gather information from customers to determine eligibility to receive food
- Correctly enter customer information into the database
- Provide friendly and accurate responses to customer questions
- Maintain customer confidentiality
- Assist with compiling daily reports at the end of distribution
- Attend any relevant trainings
- Seek support from staff for unusual challenges
- Other office duties as assigned

Qualifications:

- Friendly demeanor
- Desire to serve others
- Basic computer skills
- Basic office phone skills
- Legible handwriting
- Willingness to follow directions
- Ability to work independently and as part of a team
- Ability to remain calm in stressful situations

Physical Demands:

- Ability to sit for long periods of time
- Ability to occasionally walk across the office

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-6 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
9:15am-12pm	9:15am-12pm	9:15am-12pm	12:45-3pm
12-2:45pm	12-2:45pm	12-2:45pm	3-5:15pm

Training and Support:

The Intake volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced Intake volunteers prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Blue Desk

Purpose: The Blue Desk Volunteer is responsible for greeting customers and checking them into the database.



Duties:

- Welcome customers to the blue desk
- Pull correct folder, mark place by pulling up next folder, and have customer sign to pick up food
- Ensure accurate information from customers by checking for updates and changes in information
- Investigate any notes in files or alerts in and take appropriate action
- Remind customers of requirement to complete updates once a year and to bring in proof of income
- Provide friendly and accurate responses to customer questions
- Compile daily reports at the end of distribution
- Attend any relevant trainings
- Seek support from staff for unusual challenges
- Other office duties as assigned

Qualifications:

- Friendly demeanor
- Desire to serve others
- Basic computer skills
- Basic office phone skills
- Legible handwriting
- Willingness to follow directions
- Ability to work independently and as part of a team

Physical Demands:

- Ability to sit for long periods of time
- Ability to occasionally walk across the office

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-6 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
9:15am-12pm	9:15am-12pm	9:15am-12pm	12:45-3pm
12-2:45pm	12-2:45pm	12-2:45pm	3-5:15pm

Training and Support:

The Blue Desk volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced Blue Desk volunteers prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – One Stop Shop



Purpose: The One Stop Shop Volunteer is responsible for providing customers with a household or personal care item in addition to the box of food they receive.

Duties:

- Welcome customers to the Store
- Ensure customers do not congest the storefront area with their shopping cart
- Provide customers with the option of choosing from a variety of available products
- Mark and sort donated products
- Repackage diapers, toilet paper and paper towels
- Keep store shelves orderly and put products in their correct location
- Attend any relevant trainings
- Seek support from staff for unusual challenges
- Other office duties as assigned

Qualifications:

- Friendly demeanor
- Desire to serve others
- Willingness to follow directions
- Ability to work as part of a team

Physical Demands:

- Ability to lift up to 15 pounds

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-6 hours, once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
9:15am-12pm	9:15am-12pm	9:15am-12pm	12:45-3pm
12-2:45pm	12-2:45pm	12-2:45pm	3-5:15pm

Training and Support:

The One Stop Shop volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced One Stop Shop volunteers prior to working alone. All volunteers will receive as needed trainings applicable to their position.

Volunteer Job Description – Food Box Builder



Position Title: Food Box Builder Volunteer

Purpose: The Food Box Builder is responsible for building consistent, well-rounded boxes for customers.

Duties:

- Assemble boxes of food according to guidelines based on household size
- Consult with the Warehouse Clerk about availability of food
- Construct/tape empty boxes
- Leave the line with completed boxes at the end of the shift
- Stock shelves
- Assist with other warehouse tasks as needed
- Attend any relevant trainings
- Seek support from staff for unusual challenges

Qualifications:

- Friendly demeanor
- Desire to serve others
- Willingness to follow directions
- Ability to work independently and as part of a team

Physical Demands:

- Ability to stand and walk on concrete floors
- Ability to lift up to 15 pounds
- Ability to reach in front, above, and below the waist

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 2.75 hours, at least once per week. If unable to commit to a regular weekly shift, volunteers can also opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Monday	Tuesday	Wednesday	Thursday
9:15am-12pm	9:15am-12pm	9:15am-12pm	12:45-3pm
12-2:45pm	12-2:45pm	12-2:45pm	3-5:15pm

Training and Support:

The Food Box Builder will receive an orientation to God's Storehouse prior to starting the position. New volunteers will shadow the Warehouse Clerk and experienced Food Box Builders prior to working alone. All volunteers will receive as needed trainings applicable to their position.