

Pantry Volunteer Position Descriptions

Can you smile? Then you already have what it takes to be a great volunteer!

Reception (1) – Greet clients as they come through the door. As clients come in, direct them to pull a number and take a seat. If clients are new to the pantry, have them fill out a Client Intake sheet. Call clients up by number to input client/family information into client database. Tell clients about resource coordination and classes; connect them to a Resource Coordinator directly when possible. When an RC is not available, keep a list of all clients who are interested in resource coordination and classes. Have the first five clients go directly to the pantry after you've input their info into the database. Be friendly, make conversation, connect with clients!

Greeter/Floater (1) – You will also assist with greeting clients, showing clients where to pull numbers, handing out Client Intake sheets, helping clients to their seat, and connecting clients with Resource Coordinators. When there is room in the pantry, you will be in charge of calling the next number from the waiting room into the pantry. Please let clients know they are welcome to come to the pantry as often as they want, so plan on only taking what they'll need to help over the next few days. Help clients access shopping carts and food bags as they enter the pantry. Let clients know about upcoming classes and

***** We are also looking for volunteers to lead and assist with cooking classes and our Food Security educational series. If you have experience teaching or have a skill that is teachable (cooking, canning/preserving, preparing diabetes-friendly snacks, etc.), please let us know!**

Shelf Stocker (2 - 3) – This position does a little bit of everything. If an item on the shelves is getting low, restock it from the store room. Do the same with recipes and information cards. If something spills, or the shelves or fridge appear(s) dirty, wipe it down/clean it off/sweep it up, etc. (You will be shown how to do this properly.) As clients leave the pantry, call the next number being served in. If there is a limit on any food items, politely inform clients of the limit. After a cooking demonstration, show clients foods that were used in the demonstration. When necessary, help clients carry food items out of the pantry.

Cooking Demonstrator (1) – When the waiting room is busy you will be preparing selected recipes for clients to sample. As much as possible, try to demonstrate the steps needed to prepare the recipe. Any additional preparation can be done in the education room/kitchen upstairs. After each demonstration, handout the samples you've made and the recipe. Announce any upcoming classes that the FREC will be hosting. Many times the cooking demonstration and the upcoming classes will be related. Share with clients how they are related! (If the pantry is not busy, feel free to help with check-out or shelf stocking)

Walk-In Assistant (1) – You will assist with clients who utilize walk-in resource coordination services during hours that the pantry is not open. The Walk-In Assistant will help clients with small tasks such as finding phone numbers or addresses, making phone calls, helping clients with computer access, and (occasionally) applying for SNAP. You will connect clients with the Resource Coordinator on duty or make appointments for future Resource Coordinator meetings. You will also field phone calls and e-mails about pantry hours, pantry policies, and classes. When not busy, you may be asked to assist with pantry cleaning or set-up.

Check-Out (1 - 2) – You are the last point of contact as clients leave the pantry so make sure the clients felt comfortable and found what they were looking for. Weigh the total amount of food that each client is taking that day, and record this weight in the log book. When applicable, hand out any promotional material for upcoming classes. Offer assistance carrying food out of pantry – ask Shelf Stockers to help with this.

Each shift is 3 hours (M, T, W, F: 1-4 and 4-7, Saturdays: 10-1 and 1-4), except the Cooking Demonstrator who will occasionally have shorter hours and the Walk-In Assistant who will work from 8am-12pm on weekdays. Please show up 10 minutes before your shift's start time.