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Guide to Volunteer Roles

The following are 2 examples of how you can write volunteer job descriptions to clearly communicate expectations.

* Greeter:
* **So…what exactly would you do?**
  + The greeter will greet and acknowledge all customers in a friendly and professional manner. The greeter is responsible for the opening and closing of the door or entrance/exit, directing guests to the sign-in table, as well as giving an overview of how the program operates to all new neighbors.
* **How much time does this take?**
  + **Example:** Days: \_M/W/F Time: 9AM -12 PM
* **This job is for you if:**
  + You are excited to create a warm welcome for guests and enjoy speaking to people of all ages.
* **What else should you know?** 
  + You are the first contact of the guest. It is important that you are always kind; it may be the only kindness the neighbor sees that day.
* Stocker:
* **So…what exactly would you do?**
  + The stocker position organizes and stocks food pantry shelves that guests will be shopping from during pantry hours.
* **How much time does this take?**
  + **Example:** Days: \_M/W/F Time: 9AM -12 PM
* **This job is for you if:**
  + You love organizing items and putting everything in its “spot.”
  + You love lifting boxes and packages repetitively.
  + You prefer not to work directly with the public.
* **What else should you know?** 
  + Your role impacts the shopping experience for the guest. It is important to have the food organized by food group and if possible, by low sodium, sugar, and saturated fat as well to assist the neighbor in making the healthy choice the easy choice.

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Potential Volunteer Roles

The following are some ideas of roles for volunteers. You do not need to have each of these roles separately. If you do not have a large volunteer base, you combine roles.

* Intake manager:
  + The Intake volunteer(s) watches over neighbor intake form process or fills out TEFAP paperwork for guests. This position makes sure forms are completed thoroughly, as well as signed by each guest. **This person could also be the greeter.**
* Shopping Assistant:
  + The Shopping Assistant works directly with the neighbor while they shop. This person will engage the neighbor in conversation while ensuring the guest take the correct amount of food specified for each family size.
* Bagger:
  + The Bagger will bag all the guest’s groceries after they are finished shopping. If neighbors shop independently, the bagger can engage the neighbor in conversation while ensuring they took the correct amount specified for each family size. **This could be part of the shopping assistant’s role.**
* Carrying Assistant/Runner:
  + The Carrying Assistant or Runner will make sure the guests get everything to their vehicle quickly and efficiently and help the guest load their items into their vehicle.
* Manager/Supervisor:
  + The Manager or Supervisor will make sure the pantry is operating smoothly and efficiently by supporting volunteers in their roles.
* Floater:
  + The Floater will be responsible for helping where needed. This person will float from station to station to make sure everything is running smoothly, and other volunteers don’t need help. This person will also relieve other volunteers from their job duties for a short time if they need a break or time away.
* Inventory manager:
  + The inventory manager ensures all food is accounted for, supports the ordering of food or makes suggestions for what should be ordered, and ensures food is stocked properly on the shelves. Should be comfortable with computers.
* Product Organizer/Inventory Control:
  + The Product Organizer will weigh (if necessary) and log all incoming food. This volunteer will make sure the product that comes in from the Foodbank or various food drives is checked, dated, separated, and stocked. This volunteer will be responsible for sending thank you notes to any organizations or people who have held food drives or donations to your organization. **Can be combined with inventory manager.**