

## Volunteer Job Description – Reception

**Position Title:** Reception Desk Volunteer

**Purpose:** The Reception Desk Volunteer is responsible for greeting customers, screening calls, and serving as the first point of contact.

**Duties:**

- Welcome customers and guests to God’s Storehouse
- 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
- 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
- Available to work weekdays

**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 3-5 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 Reception volunteer 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

**Position Title:** TEFAP/Red Desk Volunteer

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

**Duties:**

- Welcome customers to the red desk
- Check customers into the database and create sign-in cards
- Investigate alert notes in PantrySoft 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 6 months
- 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
- Available to work weekdays

**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 3-5 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 Clerks prior to working alone. All volunteers will receive as needed trainings applicable to their position.

## Volunteer Job Description – Blue Desk

**Position Title:** NON-USDA/Blue Desk Volunteer

**Purpose:** The Blue Desk Volunteer is responsible for greeting customers and checking them into the PantrySoft 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 PantrySoft 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
- Available to work weekdays

**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 3-5 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 Clerks prior to working alone. All volunteers will receive as needed trainings applicable to their position.

## Volunteer Job Description – Intake

**Position Title:** Intake Volunteer

**Purpose:** The Intake Volunteer is responsible enrolling new customers or updating current clients to be eligible to receive food from God’s Storehouse.

**Duties:**

- Gather information from customers to determine eligibility to receive food from God’s Storehouse
- Correctly enter customer information into the PantrySoft 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
- Available to work weekdays

**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 3-5 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 Clerks prior to working alone. All volunteers will receive as needed trainings applicable to their position.

## Volunteer Job Description – Food Distribution

**Position Title:** Food Distribution Volunteer

**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 (USDA) folder (non-USDA)
- Select correct box according to household size and box type (USDA or non-USDA)
- 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
- Seek to help Warehouse Box Builders if boxes are running low
- 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
- Available to work weekdays

**Physical Demands:**

- Ability to lift up to 40 pounds
- Ability to stand for long periods of time

**Time Commitment:**

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 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 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 Distributors prior to working alone. All volunteers will receive as needed trainings applicable to their position.

## Volunteer Job Description – One Stop Shop

**Position Title:** One Stop Shop Volunteer

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

**Essential Duties:**

- Ensure customers do not congest the storefront area with their shopping cart by asking them to unload their cart first and then shop
- Welcome customers to the One Stop Shop
- Provide customers with the option of choosing from a variety of available products
- Mark and sort donated products
- Repackage bulk items
- Keep store shelves orderly and put products in their correct location
- 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
- Available to work weekdays

**Physical Demands:**

- Ability to lift up to 15 pounds

**Time Commitment:**

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 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 an experienced One Stop Shop volunteer prior to working alone. All volunteers will receive as needed trainings applicable to their position.

## Volunteer Job Description – Blue Line

**Position Title:** Blue Line Box Builder

**Purpose:** The Blue Line Box Builder is responsible for building consistent, well-rounded boxes for non-USDA customers.

**Duties:**

- Assemble boxes of food according to guidelines for non-USDA customers based on household size
- Stock shelves on the red line
- Consult with the Warehouse Manager about availability of food for red boxes
- Construct/Tape boxes to use on the blue OR red lines
- Leave the line with completed boxes at the end of your shift
- 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
- Available to work weekdays

**Physical Demands:**

- Ability to stand and walk around for long periods of time
- Ability to lift up to 40 pounds
- Ability to reach in front and above (for cans)

**Time Commitment:**

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 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 Line volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow experienced Blue Box Builders prior to working alone. All volunteers will receive as needed trainings applicable to their position.

## Volunteer Job Description – Red Line

**Position Title:** Red Line Box Builder

**Purpose:** The Red Line Box Builder is responsible for building consistent, well-rounded boxes for USDA customers.

**Duties:**

- Assemble boxes of food according to guidelines for USDA customers based on household size
- Stock shelves on the red line
- Consult with the USDA Clerk about availability of food for red boxes
- Construct/Tape boxes to use on the red OR blue lines
- Leave the line with completed boxes at the end of your shift
- 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
- Available to work weekdays

**Physical Demands:**

- Ability to stand and walk around for long periods of time
- Ability to lift up to 40 pounds
- Ability to reach in front and above (for cans)

**Time Commitment:**

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 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 Line volunteer will receive an orientation to God's Storehouse from the Assistant Director prior to starting the position. New volunteers will shadow the USDA Clerk and experienced Red Box Builders prior to working alone. All volunteers will receive as needed trainings applicable to their position.



## Volunteer Job Description – Warehouse

**Position Title:** Warehouse Volunteer

**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
- Deliver food to distribution area
- Keep shelves on red and blue lines stocked
- Assist the USDA 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
- Inspect and sort donated products
- 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
- Available to work weekdays

**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 bend, reach, and grasp cans of food

**Time Commitment:**

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 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	9:15am-1pm
12-2:45pm	12-2:45pm	12-2:45pm	12:45-3pm
			3-5:15pm

**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 and experienced Warehouse Laborers prior to working alone. All volunteers will receive as needed trainings applicable to their position.

## Volunteer Job Description – Driver

**Position Title:** Volunteer 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 3-4 hours, up to three times per week. If unable to commit to a weekly shift, volunteers can also 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
8am-12pm	8am-12pm	8am-12pm	8am-12pm	8am-12pm	9-10am 12-1pm

**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.