VOLUNTEER JOB DESCRIPTION

POSITION: Food Distribution Assistant (box carrying)
SUPERVISED BY: CSFP Distribution Representatives

POSITION SUMMARY: The Commodity Supplemental Food Program (CSFP) at Second Harvest Heartland provides a monthly box of wholesome food to more than 9,000 seniors. Each month, around 2,000 seniors pick up their boxes of groceries from the Maplewood Drive Thru.

The Food Distribution Assistant works closely in a team of 3 in the Maplewood Drive Thru to welcome clients, carry 30- to 40-pound boxes to clients' cars and sort produce and other perishable food for dates and quality.

DUTIES:

- Welcome clients to the Maplewood Drive Thru and assist with their food pick up
- Assist clients in carrying 30-40 lb. box of food to a waiting vehicle
- Answer any questions, and refer to Second Harvest Heartland staff as appropriate
- Help with other duties as needed, including sorting, bagging, and distributing produce and other extra food items to clients
- Occasional light clerical or janitorial tasks when traffic flow is slow

MINIMUM REQUIREMENTS:

- Comfortable assisting people of diverse economic, social, and ethnic backgrounds. Volunteer will be communicating with and assisting seniors from many different cultures and ethnicities, such as Russian, Spanish, Somalian, Hmong and Vietnamese.
- Friendly, helpful "customer service" demeanor
- Highly respectful of client confidentiality
- Commitment to following food safety guidelines
- Calmness and patience in a busy setting
- Reliability, punctuality, accountability
- Ability to work as part of a team
- Able to lift and carry 40 pounds
- Some of the volunteer's time would be sorting food in our walk-in cooler, which would require volunteer to dress warmly
- Background check: Volunteers in this position work closely with vulnerable populations and are exposed to sensitive client information. Second Harvest Heartland will be conducting criminal background checks for all volunteers in this position, both existing and new. Second Harvest Heartland reserves the right to refuse to work with a volunteer, or dismiss a current volunteer, based on the results of the background check.

TIME REQUIREMENTS AND SCHEDULE:

- **Total time requirement:** Volunteers must commit to a 3-hour weekly shift for a minimum of 6 months. For those unable to make an ongoing weekly commitment, a flexible scheduling opportunity is available.
- **Shifts:** various morning and afternoon shifts available.

ORGANIZATION CONTACTS: CSFP Distribution Representatives