

## Second Harvest Heartland Volunteer Job Description

**POSITION:** Ambassador's Bureau Representative  
**SUPERVISED BY:** Marie Pauley  
Communications Coordinator  
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**POSITION SUMMARY:** Volunteer representatives of the Ambassador's Bureau engage the community and educate groups about Second Harvest Heartland, hunger in Minnesota and special programs at Second Harvest Heartland through attending non-presenting events and opportunities.

### DUTIES:

- Learn and stay current with statistics, values and messages about Second Harvest Heartland and local hunger (information provided in training and through ongoing communications).
- Attend and represent Second Harvest Heartland at non-presenting events and opportunities: volunteer fairs, community resource fairs, tabling events, food & fund drives, United Way campaigns and school fairs.
- Pick up any required materials from Second Harvest Heartland before events and deliver them back afterwards.
- Answer community questions or refer questions to Second Harvest Heartland staff.

### MINIMUM REQUIREMENTS:

- Comfort with speaking to a variety of audiences.
- Ability to think quickly and answer questions.
- Must present themselves in a professional and respectful manner. Positively and accurately represent Second Harvest Heartland's mission and work.
- Reliable transportation and the ability to travel to events throughout the Twin Cities Metro area.
- Attend mandatory training on talking points.
- Responsible for covering travel expenses, including parking fees.
- Ability to meet Second Harvest Heartland's guidelines for an acceptable criminal background check, motor vehicle check and insurance verification.

### TIME REQUIREMENTS AND SCHEDULE:

- Willingness to commit to at least one engagement opportunity each month unless otherwise agreed upon by the volunteer and Second Harvest Heartland. The numbers of events varies throughout the year and it is important to us that volunteers in the Ambassador's Bureau are as active and engaged as possible.
- **Total time requirement:** Must be able to complete a phone interview and attend a mandatory orientation-training session. Most tabling events or volunteer fair opportunities typically require at least 2 to 3 hours, not including drive or set-up time.
- **Days of the week:** Weekdays and weekends
- **Time of the day:** Morning, afternoon or evening. Ambassadors Bureau volunteers sign up for what fits their individual schedule.
- **Work site:** Various locations throughout the Twin Cities Metro area.

### RESOURCES PROVIDED:

- Second Harvest Heartland provides any items necessary for the presentation and will communicate any need to pick up supplies in advance
- Additional training as needed or shadowing opportunities will be available.