

## VOLUNTEER JOB DESCRIPTION

**POSITION:** Food Distribution Assistant (computer check-in)  
**SUPERVISED BY:** CSFP Distribution Representatives

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**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. One Food Distribution Assistant checks in clients on our computer database, while their team members assist with delivering clients' boxes to their vehicles.

### DUTIES:

- Welcome clients to the Maplewood Drive Thru
- Check clients in on our computer system
- Ensure that clients receive the correct food items
- 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 using a computer
- Willingness to learn and follow correct sign-in and verification procedures
- 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
- Well-organized and attentive to detail
- 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**