

## VOLUNTEER JOB DESCRIPTION

**POSITION:** Food Distribution Assistant (floating)  
**SUPERVISED BY:** CSFP Distribution Representative

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**POSITION SUMMARY:** The Drive-Thru Check-In Assistant helps in the distribution of food boxes to seniors participating in the Commodity Supplemental Food Program. Each month, volunteers distribute around 2,000 boxes of groceries from the Maplewood Drive Thru. Volunteers carry 30-to 40-pound boxes to clients' cars, sort perishable food for dates and quality, and check in clients on our computer database. This position is physical, fast-paced, and offers face-to-face client interaction. Volunteers work as a team of 3-4 people, and are expected to commit for a minimum of 6 months to a 3-hour weekly shift. This is a very wonderful and direct way to help those at risk of hunger.

**DUTIES:**

- Welcome clients to the Maplewood Drive Thru and assist with their food pick up
- Make sure clients receive the correct food items
- 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 sorting, bagging, and distributing extra food items to clients – both in the Drive Thru and in the cooler
- Occasional computer check in duties
- Help with other duties as needed, including occasional light clerical or janitorial tasks when traffic flow is slow

**MINIMUM REQUIREMENTS:**

- Able to lift and carry 40 pounds
- Willingness to learn and follow correct sign-in and verification procedures
- Comfortable assisting people of diverse economic, social, and ethnic backgrounds, 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
- Comfortable using a computer
- 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.

**ORGANIZATION CONTACTS:**

- CSFP Distribution Representative