



### **Volunteer Position Description: Drive Through Intake**

**Goal/Purpose of the position:** To support participant access to the drive through food pantry.

**Ideal candidate/Qualifications:**

- Friendly and welcoming
- Excellent communication skills and ability to act with diplomacy and tact
- Desire to interact with people from diverse backgrounds while being courteous, professional, patient and respectful at all times
- Basic computer skills and ability to learn how to utilize client services database (Client Track)
- Flexible and able to work cooperatively with others in a team environment
- Able to stand for majority of volunteer shift in outdoor elements
- Preferred: Fluency in Spanish, Somali, Russian, or Chinese
- Must be 18 years or older

**Major Responsibilities:**

- Welcome participants to VEAP and check in for drive through food pantry
- Complete order form for food pantry by requesting participant feedback on order form
- Update basic participant information in Client Track
- Provide general information about VEAP services
- Support with general food pantry duties such as shopping/filling participant orders

**Location:** This role is completed outside of the VEAP building while utilizing a rolling desk cart and computer. There is an awning which provides protection from the elements and chairs for breaks.

**Time commitment:** Shifts are 3 hours in length: 8:15-11:30 a.m.; 11:15 a.m.-2:30 p.m.; 2:15-5:15 p.m.

**Training:** Provided by Social Services team staff including Client Track database session

**Benefits:** Make a difference by helping others, meet new people, stay a vital part of your community

**Supervisor:** Participant Services Coordinator