



Volunteer Position Description: Lobby Intake

Goal/Purpose of the position: To support participant access to VEAP services and 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
- Preferred: Fluency in Spanish, Somali, Russian, or Chinese
- Must be 18 years or older

Major Responsibilities:

- Welcome participants to VEAP and check in for food pantry services
- Update participant information such as birthday, household members, income in Client Track
- Assist with completion of intake paperwork
- Provide general information about VEAP services
- Schedule food pantry appointments in Client Track

Time commitment: 3 hrs 45 minutes; Shift times: 8:45 a.m.-12:30 p.m.; 12:30-4:15 p.m.

Training: Provided by Social Services team staff

Minimum of 2 training sessions which include: 1 hour Client Track, 1 hour shadowing; 1 hour Position Supervisor, 1 hour shadowing

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

Supervisor: Participant Services Coordinator