



Volunteer Position Description: Pantry Support

Goal/Purpose of the Position: During drive through pantry operations: To support general pantry operations such as filling participant orders, packing basic food bags and loading participant vehicles at exit. During indoor pantry operations: To support a positive shopping experience for participants throughout the pantry area.

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
- Able to stand and walk during entire volunteer shift
- Able to lift up to 20 pounds
- Flexible and able to work cooperatively with others in a team environment
- Preferred: Fluency in Spanish, Somali, Russian, or Chinese
- 12 years old+ welcome

Major responsibilities:

During drive through pantry operations:

- Fill participant orders based on input on order form
- Pack basic food bags to support inventory
- Offer food choices to participants at Door 4 exit and assist with loading vehicles outdoors
- Support general pantry operations

During indoor pantry operations:

- Welcome participants to the pantry and guide from lobby to the pantry area
- Explain process of indoor shopping including flow and basics of accessing food
- Respond to participant questions and direct to appropriate area to locate food
- Maintain shopping area and tidy up as needed
- Assist in maintaining inventory and stocking pantry foods as needed
- Assist participants as needed with shopping
- Instruct participants where and how to collect their food at Door 4 exit
- Move participant carts to Door 4 upon completion of shopping process
- Assist with exit crew at Door 4
- Support general pantry operations

Time Commitment: 3 hour shifts (8:15-11:30 a.m.; 11:15 a.m.-2:30 p.m.; 2:15-5:15 p.m.)

Training: Provided by Basic Needs Team Staff

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

Supervisor: Food Operations & Sourcing Manager, Primary 7:00 a.m.-12:00 p.m.; Distribution Manager, Primary 12:00-5:00 p.m.