

Volunteer Position Description

CRC Volunteer Ambassador - Lobby Host



Greater Cleveland
Food Bank

Purpose: The Community Resource Center Volunteer Ambassador - Lobby Host will provide support and coverage in the lobby area of the facility (15500 S. Waterloo Road, Cleveland, OH 44110).

Key Responsibilities:

- As the first point-of-contact at the CRC, offers a friendly, positive, inclusive, and customer service-oriented demeanor at all times – whether in person, over the phone, or via email.
- Greets all CRC visitors and provides directions/instructions upon arrival.
- Provides coverage as needed at the reception desk.
- Keeps the lobby area tidy.
- Monitors coffee bar supplies and replenishes as needed.
- Provides general assistance with the community computer lab.
- Other functions as appropriate.

Qualifications:

- Ability to understand, communicate with, and effectively interact with high volume of people across different cultures and socio-economic status.
- Volunteers may have prior experience in customer service.
- Strong communication skills.
- Familiar with office technology and procedures (computers and phone systems).

Time Commitment: Ideally, we are seeking weekly commitments for the following time blocks (with flexibility):

Mondays: 11am-2pm

Thursdays: 9:30am-12:00pm

Tuesdays: 11am-2pm or 2-5pm

Fridays: 2-4pm

Wednesdays: 11am-2pm

Support: Training will be provided by GCFB staff. A GCFB staff point-of-contact will be available onsite to answer questions as they arise.

Dress Code: Business Casual and Food Bank-logoed attire.

Responsible To: Tiffany Scruggs, VP of Community Access and ED of Community Resource Center

To learn more or to express interest in the role, please contact Matt Jackson via email (mjackson@clevelandfoodbank.org) or phone (216-738-2069) at your convenience.

Mission:

The Greater Cleveland Food Bank works to ensure that everyone in our communities has the nutritious food that they need every day.

Community Resource Center Vision:

To create and offer a transformational community center that increases access to healthy foods and connects those we serve to other key nonprofit partners in a collaborative effort to reduce barriers and improve food security.