

Volunteer Position Description

Volunteer Ambassador

Outreach Department



Greater Cleveland
Food Bank

Purpose: The Volunteer Ambassador will represent the Greater Cleveland Food Bank to the community, our clients, and partners at external events, including: neighborhood festivals, street fairs, and health festivals. This volunteer will work to spread awareness about food insecurity, describe food bank programs, respond to questions, and connect individuals to the Outreach Department.

Key Responsibilities:

- This volunteer will be responsible for learning and sharing information pertaining to the Greater Cleveland Food Bank programs and services in addition to issues regarding hunger and poverty, answer questions and refer to Benefits Outreach Counselor if unable to answer
- Collect information needed for Outreach staff to contact clients
- Keep accurate record of volunteer hours and provide feedback after each event
- Maintain confidentiality
- Return materials and information in a timely manner

Qualifications:

- Background in public speaking
- Strong communication, customer service, and problem solving skills
- Driver's License, functioning vehicle, and cell phone
- Functioning cell phone
- Physical ability to build up and take down tables and chairs

Time Commitment: Time commitment may vary yet most shifts will range from 2 to 4 hours.

Support: Greater Cleveland Food Bank will provide training for this assignment and a nametag. Benefits Outreach staff will be available by phone for questions and assistance.

Dress Code: Business Casual with GCFB Volunteer Ambassador nametag

Responsible To: Akilah Ashraf, Benefits Outreach Counselor

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.

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