

Volunteer Assignment Profile

Volunteer Retail Assistant

Warehouse Department



Greater Cleveland
Food Bank

Summary: The Volunteer Retail Assistant will assist the Greater Cleveland Food Bank Retail Processing team with organizing volunteer groups, assisting with the sorting and processing of donated food, and ensuring weights are properly recorded on donation receipts. In addition, the Volunteer Retail Assistant will lead pack projects of frozen meat / frozen foods when possible. The volunteer will also assist with cleanliness and order in the areas.

Background: Candidates should have experience in one of the following areas: Customer Service, Merchandising, or Warehouse Operations.

Preferred Traits:

- Available: 2-hour increments – minimum time commitment of once per week for a month:
 - Monday – Thursday (2-4pm, 4-6pm, 6-8pm)
 - Friday (12-2pm, 2-4pm, 4-6pm)
- Communicator: Comfortable with conversing with persons of various backgrounds; provides and receives directions with a pleasant demeanor
- Enthusiastic: Enjoys working with people

Skills Required:

- Basic math, reading and writing skills
- Time management, self-motivator
- Problem solving
- Physical ability, manual dexterity and visual acuity: will lift or move items weighing up to 50 pounds (occasionally)
- Ability to work in a refrigerated environment (40 degrees)
- Ability and willingness to operate a manual pallet jack; training will be provided by the Greater Cleveland Food Bank

Key Functions:

- Assist the Greater Cleveland Food Bank staff with organizing volunteers to process food donations
- Provide organization, housekeeping and sanitation in the Retail Donation Room
- Assist with completing the documentation of retail donations
- Accurately verify and record the weight of donations
- Communicate with staff and volunteers
- Use manual pallet jack to move complete pallets
- Other functions as appropriate

Support: The GCFB will provide training on equipment, processes and procedures.

Attire: Everyday clothing is acceptable for this role. Closed toe shoes are required. The Food Bank will provide any safety gear needed for the position including steel-toe clip-ons if needed. Work environment is refrigerated – coat / sweatshirt / winter hat recommended.

Outcomes: The Volunteer Retail Assistant will gain satisfaction by assisting with the sorting and gleaning of donated food and making sure the volunteers have clear instructions how to process the food being received. The goal is to make sure all of the food received and processed is safe to distribute to local agencies and contribute to the success and mission of the Greater Cleveland Food Bank. In addition, the Volunteer Retail Assistant will gain experience useful in customer service, food distribution or merchandising. A service letter will be provided on request.

Point of Contact: Inventory / Receiving Manager Doug Freeman

To apply: Contact - Matt Jackson
Volunteer Services Coordinator
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Our mission is to ensure that everyone in our communities has the nutritious food they need every day.