

## Volunteer Position Description Volunteer Services Aide



Greater Cleveland  
Food Bank

**Purpose:** The Volunteer Services Aide will provide support and coverage to the Volunteer Services department during periods of high volunteer traffic and/or the absence of members of the Volunteer Services team. The volunteer will also have the opportunity to assist the department with special projects as they become available (for example, researching existing volunteer partners to explore additional ways in which they may be interested in partnering with the Food Bank).

### Key Responsibilities:

- Greet volunteers and ensure that they sign in/out at the start and end of their shifts
- Ensure that all volunteers adhere to the GCFB volunteer dress code
- Direct volunteers to the appropriate project areas at the start of each shift
- Answer the phone and take down messages for the Volunteer Services Team
- Provide documentation of service hours upon request
- Researching existing Food Bank partners (Harvest For Hunger, volunteer groups, donors, etc.) to highlight additional opportunities for involvement
- Updating contact information for Food Bank partners if needed

### Qualifications:

- Strong communication skills
- Prior customer service experience
- Comfortable answering the phone and greeting the public
- Basic computer experience (to assist with volunteer database management)
- Ability to work independently

**Time Commitment:** Volunteers will sign up as needed.

**Support:** Training for this position will be provided. A Food Bank point of contact will also be available to answer questions that may arise during the volunteer shift.

**Dress Code:** Everyday dress with closed-toe/heel footwear.

**Responsible To:** Matt Jackson, Volunteer Services Coordinator

To learn more or to express interest in the role, please contact Matt Jackson via email ([mjackson@clevelandfoodbank.org](mailto: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.**