# Wright County Community Action Volunteer Role Profile

**Title/position:** Food Shelf - Client Assistant

**Volunteer Status:** Long Term preferred, Short Term possible

**Purpose:** Wright County Community Action (WCCA) offers multiple programs to help fight poverty in partnership with the community. Our Food Security program aims to ensure that Wright County families have reliable access to food and know where their next meal will come from. The Food Shelf – Client Assistant is a client facing position at our Wright County Food Shelf and Thrift Shop. They welcome families that are experiencing food insecurity and guide them through the Food Shelf.

**Duties/expectations:**

- Welcome and check in clients
- Assist clients in the food selection process
- Maintain database of clients
- Recommend recipes and ideas for preparing and storing food
- Report inventory needs to the Program Assistant
- Stock shelves and merchandise products to appeal to clients
- Build relationships with clients to reflect positive outlook on food security
- Help refer customers to area resources using WCCA provided resources
- Sign up and reliably commit to volunteer hours
- Dress Code: Dressy Casual

**Time commitment:**

4-10 hours per week for a minimum of 3 months. Long Term Volunteers are able to build relationships with clients.

**Support & Training Development**

- New Volunteer Orientation: one time 1.5 hours
- Software and Role Specific Training – one time 2-3 hours
- Optional Quarterly Meetings

**Location of volunteer position:** Wright County Food Shelf & Thrift Shop - 411 Elm Ave, Waverly, MN

**Qualifications and requirements:**

- Strong Customer Service skills
- Friendly and welcoming personality
- Ability to multi task
- Works well independently
- Responsible and reliable/dependable
- Ability to work with a variety of personalities while maintaining professionalism
- Familiarity with programs and services desired or willing to learn
- Positive contributor to a team atmosphere
- Must be 18 years of age or older

- Ability to speak Spanish preferred

**Benefits to the organization and volunteer:** You can make a difference in Wright County by helping with our Food Security Program. Together, we can help everyone in our community know where their next meal will come from.