

Wright County Community Action Volunteer Role Profile

Title/position: Greeter & Cashier

Volunteer Status: As Needed, Short Term, Long Term

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 Greeter and Cashier is a client facing position at our Wright County Food Shelf and Thrift Shop. They welcome families that are experiencing food insecurity as well as customers to the Thrift Store. Additionally, they provide check out services and customer service.

Duties/expectations:

- Welcome and check in food shelf clients
- Introduce the \$5 per bag to new Thrift Shop customers
- Report inventory needs to the Program Assistant
- Check out customers from the Thrift Store
- Sort, clean, and arrange thrift shop as able and needed
- Help refer customers to area resources using WCCA provided resources
- Loss prevention responsibilities
- Provide backup assistance to other roles as able
- Dress Code: Dressy Casual

Time commitment:

- 2.5 hour shifts available, volunteers who are available on regular basis are able to build relationships with customers and clients

Support & Training Development

- New Volunteer Orientation: one time 1.5 hours

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 count change and cash accurately
- Familiarity with programs and services desired or willing to learn
- Positive contributor to a team atmosphere
- Responsible and reliable/dependable
- Ability to work with a variety of personalities while maintaining professionalism
- Ability to speak Spanish or comfort in nonverbal communication while waiting for bilingual staff
- Must be 18 years of age or older

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