

Store to Door

Volunteer Position Description

Volunteer Role: Order Taker Volunteer

Goal/Purpose: On a weekly basis, call Store to Door clients to help them take their grocery order over the phone.

Reports To: Trish Bennett, Program Coordinator

Duties and Responsibilities

- Call clients each week to help them place their grocery orders.
- Interest in Store to Door's mission of enhancing the independence of seniors and adults with disabilities
- Maintain customer confidentiality while working with clients
- Ability to respectfully interact with seniors or adults with disabilities on the phone while entering an order
- Computer and internet skills are desirable but not necessary
- Attention to detail
- For remote order takers: a reliable computer, access to the internet and ability to use the telephone while on a computer are necessary
- Office volunteers use computers and phone equipment at the Store to Door office
- Fluency in English. Any additional language is a plus
- General knowledge of groceries and Fred Meyer grocery store products is helpful
- Communicate periodically with supervisor; report incidents, concerns or updates

Requirements:

- Must be 18 years of age or older
- Must pass a background check
- Sensitivity to homebound seniors and adults with disabilities

Commitment:

- Weekly commitment, 2-3 hours on either Mondays or Tuesdays for at least 6 months.

Benefits:

- Engage with seniors and adults with disabilities; build inter-generational relationships

