



# Volunteer Description

<b>I. Position Information:</b>			
Title:	Volunteer Receptionist		
Program/Dept.	The Food Group		
Location:	8501 54 <sup>th</sup> Ave N. New Hope, MN 55428		
Supervisor:	Office Manager	Created:	3/27/2019

## Organization Overview

The Food Group is a local nonprofit focused on using nutritious food to strengthen community. We work at the intersection of food access, equity, and nutrition issues related to food and hunger in 32 counties in Minnesota and Wisconsin. Our programs include food shelf and meal program support, a healthy and affordable grocery sales program, and a farmer education program for farmers historically underrepresented in farm ownership learning to operate organic farm businesses. We believe nutritious food strengthens our community by creating better health outcomes and providing the foundation needed to thrive.

Our culture and environment can be described as high-trust, cooperative, collaborative, open, and fun. We are a workplace that is full of people who genuinely appreciate each other and work best when tackling big ideas as a team. We value individuals who bring their life experiences to their work, knowing that the ways that you have experienced racial, economic, or gender injustice drive your passion to create change. We are a team of passionate, dedicated people who work alongside each other.

## **II. Position Summary:**

The Volunteer Receptionist will perform a variety of tasks depending on project deadlines in The Food Group office. This will include answering the phone and door and other administrative tasks as assigned by the Office Manager. This position helps to extend the resources in The Food Group to better assist the needs of our clients.

## **III. Essential Duties and Responsibilities:**

- Answering phone calls and the front door
- Other clerical duties that arise around special events, or as assigned

#### **IV. Position Requirements:**

- Ability to speak English fluently
- Experience answering phones in a professional setting is a plus
- Be dependable and punctual
- Be courteous and personable when dealing with the public
- Be self-directed, willing to take initiative, and detail-oriented
- Respect and maintain confidentiality of The Food Group volunteers, partners, and donors
- Computer skills are beneficial, but not necessary

#### **V. Working Conditions and Environment:**

This position will office out of our New Hope, MN location. The New Hope location is a dog-friendly, accessible and smoke free office setting. This position volunteers during normal business hours. Start times are flexible to adjust to bus, biking, or other transportation schedules.

All volunteers must be able to work effectively in a mission-driven agency whose clients and staff exhibit significant diversity with respect to race, ethnicity, gender orientation, socio-economic status, nationality, and religion.

People of Color and LGBTQ people are strongly encouraged to volunteer. The Food Group is an equal opportunity employer.

#### **VI. Training & Supervision:**

- Training for answering the phone and door is provided, along with a resource folder and a building tour.
- During your volunteer shift, staff will be close by for additional assistance when needed.

#### **VII. Time Commitment:**

- 2 to 4 hour shifts during the work week. Consistent help is needed during the following times:
  - anytime on Mondays and Fridays
  - Tuesday, Wednesday, and Thursday afternoons

## **VIII. Benefits:**

- Becoming a part of a team that is passionate about fighting hunger and nourishing our community.
- Work experience
- Free refreshments!
- Free parking

Questions? Contact Chue Lor at [clor@thefoodgroupmn.org](mailto:clor@thefoodgroupmn.org), 763-450-3861