



VOLUNTEER POSITION DESCRIPTION **ORDER TAKER - GROCERIES**

GOAL: Develop an ongoing relationship with homebound elderly adults while helping them to remain living independently. On a regular schedule determined by you (*weekdays, evenings and weekend calls available*) obtain Store To Door customers' grocery orders by telephone every other week and enter each order in our online ordering website.

Duties and Responsibilities:

- On a regular schedule, contact each assigned customer by telephone to take their grocery order (each order takes approximately thirty minutes to complete)
- With customer, and using the online ordering system, identify and enter each item they request (including all necessary details of each item). Customers are able to order almost anything at Cub Foods
- Use weekly Cub promotional ads, knowledge of grocery stores and product updates sent by Store To Door office to accurately and completely place each customer order
- Read order back to customer before completing each call and confirming it to the Store To Door office
- Email assigned order number or outcome of call (such as "not home, not ordering this week") to Store To Door office
- Maintain customer confidentiality, work with 4 or more customers each month
- Communicate with Program Manager concerns about customers and database issues
- Communicate with Volunteer Coordinator about time off requests, schedule changes, and monthly volunteer hours

Requirements:

- Commitment of one hour a week (or 2 hours every other week) for a minimum of one year or more (schedule variations are allowed with advance notice)
- Computer, internet and/or database skills. Must have a reliable computer, access to the Internet and able to use the telephone while on the Internet
- Detail-oriented and able to multi-task
- General knowledge of groceries and Cub Foods grocery store products and layout
- Ability to take grocery orders over the phone, patience, and able to work with customers who may need information repeated
- Well developed communication skills
- Fluency in English (read, write, speak, and understand)
- Interest or ability to learn about senior nutrition or helping senior citizens

Reports to:

Store to Door volunteer order takers are directly supervised by the Program Manager and Volunteer Coordinator

For more information: Contact the Volunteer Coordinator

651 642 1892 x 131
jeanne@storetodoor.org
1821 University Avenue W, Suite S112
St. Paul, MN 55104
www.storetodoor.org