

Greeter

VOLUNTEER ROLE DESCRIPTION

Role Overview

The Greeter is the first point of contact for all Pantry clients. This role ensures that every client feels welcomed, informed, supported, and guided throughout their visit.

Shifts Available

Thursday 2:45 PM – 6:30 PM

Friday 8:30 AM – 12:30 PM

Key Responsibilities

- Welcome and check in all clients upon arrival
- Guide clients through their appointment from start to finish
- Support both scheduled appointments and walk-in clients
- Maintain a calm and organized front area

Skills & Qualities

- Confident and approachable demeanor
- Strong verbal communication skills
- Ability to verbally de-escalate situations
- Patient and compassionate
- Able to multitask in a busy environment



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WAREHOUSE

VOLUNTEER ROLE DESCRIPTION

Role Overview

The Warehouse Team ensures shelves remain stocked and organized during client shopping hours and prepares the space for the next service shift. This role helps maintain a clean, efficient, and well-supplied warehouse environment.

Shifts Available

Thursday 8:30 AM – 12:00 PM

Thursday 2:45 PM – 6:30 PM

Friday 8:30 AM – 12:30 PM

Key Responsibilities

- Rotate products to maintain food safety standards
- Replenish shelves during client shopping hours
- Fully restock shelves at the end of Thursday's shift for Friday morning
- Stock fresh fruit and vegetables in client shopping area
- Return remaining produce to the cooler after service
- Flatten and dispose of cardboard waste
- Sweep and tidy the warehouse as needed
- Assist with other warehouse tasks as required

Skills & Qualities

- Organized and detail-oriented
- Physically able to lift and move individual and boxed products
- Able to work efficiently in a fast-paced environment
- Takes initiative but open to direction when offered
- Works well independently and as part of a team



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INTAKE

VOLUNTEER ROLE DESCRIPTION

Role Overview

Intake volunteers welcome Pantry clients and collect accurate household information to ensure services meet each client's needs. This role requires empathy, attention to detail, and professionalism.

Shifts Available

Thursday 2:45 PM – 6:30 PM

Friday 8:30 AM – 12:30 PM

Key Responsibilities

- Share information with clients that is relevant to their household
- Gather and record household information in the Link2Feed software system
- Update contact details and household information as needed
- Record client visits accurately
- Identify and document changes to ensure appropriate service supports
- Maintain empathy, discretion, and confidentiality

Skills & Qualities

- Clear and respectful communication skills
- Strong attention to detail
- Comfortable using computer software (Link2Feed training provided)
- Professional and compassionate demeanor
- Ability to handle sensitive information confidentially



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SHOPPING ASSISTANT

VOLUNTEER ROLE DESCRIPTION

Role Overview

The Shopping Assistant provides a caring, friendly, and judgment-free environment while guiding clients, one-on-one, through their Pantry shopping experience. This role supports clients as they select food items appropriate to their household size.

Shifts Available

Thursday 2:45 PM – 6:30 PM

Friday 8:30 AM – 12:30 PM

Key Responsibilities

- Greet clients after Intake is completed
- Guide clients through the Pantry's Shopping Aisles
- Assist clients in selecting grocery items based on household size
- Explain quantity limits according to Pantry guidelines
- Answer basic questions
- Refer clients to Pantry staff for additional support or resources when needed
- Maintain a respectful, supportive, and welcoming environment

Skills & Qualities

- Compassionate and non-judgmental approach
- Strong interpersonal communication skills
- Comfortable explaining guidelines clearly and respectfully
- Patient and attentive
- Team-oriented and supportive



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PACKING - HOME DELIVERIES

VOLUNTEER ROLE DESCRIPTION

Role Overview

Packing volunteers select and pack food items, using a standardized packing list, for monthly deliveries to clients who are unable to reach the Pantry in person. Packing volunteers also assist with stocking the Pantry's Shopping Aisles for distribution days. This role ensures food is safely packed, labeled, organized, and ready for distribution to clients.

Shifts Available

Monday 8:30 AM – 12:00 PM

Thursday 8:30 AM – 12:00 PM

Key Responsibilities

- Pack and label delivery boxes and bags for Thursday morning deliveries (3rd week of each month)
- Set out fresh food items, bread, and sweets on counters and racks for Thursday and Friday distribution
- Break down bulk donations (rice, sugar, tea, coffee) into smaller packages (Monday shift)
- Prepare and organize baby food
- Monitor and manage shelf dates
- Maintain clean and organize packing areas

Skills & Qualities

- Detail-oriented and organized
- Able to lift and handle food items safely
- Comfortable working with labeling and food rotation
- Efficient and dependable
- Works well independently and as part of a team



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PACKING - BREAKFAST CLUB

VOLUNTEER ROLE DESCRIPTION

Role Overview

Breakfast Club Packers pack the additional grocery items assigned to households with children under 17 years of age in preparation for monthly deliveries.

Shifts Available - *(these roles are only active once a month)*

3rd Wednesday of every month 12:00 PM – 1:30 PM

Last Thursday of every month 8:30 AM – 12:00 PM

Key Responsibilities

- Pack one perishable bag and one non-perishable bag, following a standardized packing list
- Ensure accurate portioning and safe food handling
- Maintain clean packing area

Skills & Qualities

- Organized and detail-oriented
- Comfortable handling food items
- Efficient and dependable
- Aware of food safety practices (training provided)
- Works well independently



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SORTING

VOLUNTEER ROLE DESCRIPTION

Role Overview

Sorting volunteers process incoming food donations and deliveries to ensure all items are safe, organized, and ready for distribution.

Shifts Available

Monday 8:30 AM – 12:00 PM

Monday 12:00 PM – 2:30 PM (Seasonal)

Thursday 8:30 AM – 12:00 PM

Key Responsibilities

- Unpack food donations and deliveries
- Check and monitor best-before dates
- Sort items according to type and storage requirements
- Ensure food safety standards are maintained
- Keep sorting areas clean and organized

Skills & Qualities

- Detail-oriented
- Comfortable handling food items
- Able to lift and move boxes
- Organized and efficient
- Works well independently and as part of a team



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RECEIVING

VOLUNTEER ROLE DESCRIPTION

Role Overview

Receiving volunteers assist with the transfer of larger scale deliveries, managing incoming food from community partners, and ensure proper storage of perishable items.

Shifts Available

Wednesday 8:30 AM – 12:00 PM

Key Responsibilities

- Move pallets and boxes from delivery vehicles to the Pantry warehouse
- Monitor all incoming food temperatures
- Pick up grocery items from local grocers
- Store produce, meat, and dairy in appropriate fridges and coolers
- Monitor and report cooler/freezer temperatures
- Identify and report fresh food storage concerns

Skills & Qualities

- Ability to lift and unload donations
- Experience operating pallet jacks, or willingness to learn (training provided)
- Knowledge of safe food handling practices (training provided)
- Reliable and punctual
- Detail-oriented
- Works well as part of a team



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DRIVER – DELIVERY (PERSONAL VEHICLE)

VOLUNTEER ROLE DESCRIPTION

Role Overview

Delivery Drivers use their own vehicle to deliver food directly to clients following an assigned route.

Shifts Available

3rd Thursday of every month

Key Responsibilities

- Deliver food orders to assigned clients
- Maintain a consistent monthly delivery route
- Communicate with staff regarding schedule adjustments
- Occasionally cover additional routes if needed
- Ensure safe and respectful client interactions

Skills & Qualities

- Valid driver's license and reliable vehicle
- Strong time management
- Professional and courteous demeanor
- Flexible and dependable
- Works well independently

DRIVER - PICK-UPS (PERSONAL VEHICLE)

VOLUNTEER ROLE DESCRIPTION

Role Overview

Pick-Up Drivers collect donated food from partner organizations using their own vehicle.

Shifts Available

Monday 9:00 AM – 12:00 PM

Tuesday 9:00 AM – 12:00 PM

Key Responsibilities

- Pick up donations from local partners (e.g., Georgina-based grocery stores)
- Transport donations safely to the Pantry
- Maintain safe food temperatures during transport
- May involve increased frequency during holiday seasons

Skills & Qualities

- Valid driver's license and reliable vehicle
- Reliable and punctual
- Professional and courteous demeanor
- Able to lift and transport donations
- Works well independently



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DRIVER - PICK-UPS (VEHICLE PROVIDED)

VOLUNTEER ROLE DESCRIPTION

Role Overview

Pick-Up Drivers collect food from partner organizations, food drives and events, using the Pantry's cargo van.

Shifts Available

As Needed (*some weekends required*)

Key Responsibilities

- Ability to drive a GMC Savana 3500 Cargo Van
- Pick up donations from partner organizations and events, mainly within Georgia
- Transport donations safely to the Pantry
- Maintain safe food temperatures during transport
- Identify and report concerns

Skills & Qualities

- Ability to lift and carry donations
- Experience operating pallet jacks, or willingness to learn (training provided)
- Knowledge of safe food handling practices (training provided)
- Professional and courteous demeanor
- Reliable and punctual
- Works well independently



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OFFICE ASSISTANT

VOLUNTEER ROLE DESCRIPTION

Role Overview

Office Assistants support administrative operations and seasonal projects within the Pantry, on and off the computer.

Shifts Available

As Needed

Key Responsibilities

- Filing and organizing documents
- Preparing files for auditors
- Receiving visitors
- Making updates to databases (training provided if needed)
- Assisting with seasonal mail-outs (Spring and Winter)
- Supporting the Operations Manager and Volunteer & Client Services Coordinator
- Completing miscellaneous administrative tasks

Skills & Qualities

- Organized and detail-oriented
- Comfortable with confidential documents
- Professional communication skills
- Reliable and adaptable
- Works well independently

COMMUNITY GARDEN - LEAD

VOLUNTEER ROLE DESCRIPTION

Role Overview

The Community Garden Lead serves as the primary liaison between gardeners, community gardens, and The Georgina Food Pantry. This role supports garden operations, fosters community engagement, and connects gardeners with resources.

Shifts Available

shifts to be determined

Key Responsibilities

- Act as primary contact for garden members
- Ensure members understand and sign garden agreements
- Communicate issues and needs to Pantry program staff
- Facilitate resolution of concerns
- Support gardener training with experienced gardeners
- Ensure access to resources (water, soil, etc.)
- Organize workdays and community events
- Engage actively in gardening and volunteer activities
- Advocate for the garden within the broader community
- Represent the Pantry in the Community Gardens Georgina group

Skills & Qualities

- Enjoys gardening and leadership
- Strong communication skills
- Respectful and collaborative
- Relationship-focused
- Motivated to empower others



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FOOD DRIVES & EVENTS AMBASSADOR

VOLUNTEER ROLE DESCRIPTION

Role Overview

Food Drive & Event volunteer opportunities allow potential volunteers with less predictable schedules to volunteer with the Pantry. Dates are communicated with volunteers as events are planned. Shifts are as short as 2 hours. Ambassadors can choose to participate in the activities that fit their schedule.

Shifts Available

As Needed (*some weekends required*)

Key Responsibilities

- Represent the Pantry professionally in the community
- Set up and take down event tables, signage, and materials
- Greet and engage with event attendees in a friendly and informative manner
- Explain the Pantry's mission, services, and current needs
- Encourage and receive food and monetary donations
- Track donations and ensure items are handled safely
- Direct complex questions or media inquiries to designated staff
- Maintain a welcoming, inclusive, and positive environment

Skills & Qualities

- Strong interpersonal and communication skills
- Comfortable speaking with the public
- Outgoing, friendly, and approachable
- Professional and dependable
- Ability to stand for extended periods
- Organized and detail-oriented
- Team-oriented and adaptable in dynamic environments



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CLEANING CREW

VOLUNTEER ROLE DESCRIPTION

Role Overview

The Cleaning Crew helps maintain a safe, sanitary, and welcoming environment for clients, volunteers, and staff. This role supports overall food safety and operational standards within the Pantry.

Shifts Available

Tuesday 9am-12pm (weekly)

Friday 11pm-3pm (monthly)

Key Responsibilities

- Clean and sanitize warehouse spaces, coolers, sinks, surfaces, and carts
- Sweep and mop warehouse floor as required
- Remove green bins, garbage and recycling
- Follow food safety and sanitation protocols (training provided)
- Report maintenance or safety concerns to staff

Skills & Qualities

- Attention to detail
- Physically able to bend, and stand for extended periods
- Reliable and thorough
- Takes pride in maintaining a clean and organized space
- Team-oriented and proactive



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CLIENT RESOURCES LEAD

VOLUNTEER ROLE DESCRIPTION

Role Overview

The Client Resources Lead supports clients by maintaining the Pantry's Client Information Area, both paper and digital resources. This role helps connect clients with appropriate programs and resources beyond emergency groceries. This Client Resources Lead role is flexible in its time commitment, allowing individuals with irregular availability an opportunity to volunteer.

Shifts Available

Flexible Hours

Key Responsibilities

- Seek out print and digital information on local community services (housing, employment, mental health, income supports, etc.)
- Maintain up-to-date resource lists and referral materials
- Maintain pamphlet rack, bulletin boards, and resource screen
- Track resource inquiries if required
- Deliver in-person annual client survey to identify client resource needs

Skills & Qualities

- Knowledge of local community services (or willingness to learn)
- Organized and detail-oriented
- Strong interpersonal and listening skills
- Empathetic and non-judgmental approach
- Works well independently

COMMUNITY LUNCH CREW

VOLUNTEER ROLE DESCRIPTION

Role Overview

Community Lunch Volunteers help serve and support the weekly Good Food Collective community meal.

Shifts Available

Wednesday 10:00 AM – 1:00 PM

Key Responsibilities

- Set up serving stations and dining areas
- Serve meals to guests in a respectful and friendly manner
- Monitor food quantities and replenish as needed
- Follow food safety and safe food handling practices
- Engage positively with guests to foster community connection

Skills & Qualities

- Friendly and welcoming demeanor
- Comfortable working in a kitchen or food service environment
- Knowledge of or willingness to learn and follow food safety guidelines
- Able to stand for extended periods
- Team-oriented and adaptable
- Compassionate and respectful toward diverse populations



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