

**Position Title:** Client Intake Volunteers

**Purpose:** Crossroads Community Services exists to nourish out community's low-income families by providing nutritious food and supportive education. The Client Intake Volunteer will ensure the efficiency and quality of the client intake process.

**Supervisor:** The Client Intake Volunteer reports to Food Programs Staff

**Responsibilities:**

- Receive clients from waiting room in order that they were processed
- Capture research-quality data, including client height and weight and administer the client intake survey
- Work with the client through the process of selecting their food for the visit
- Provide relevant documents and resources including any wraparound services
- Connect clients with food pantry volunteers

**Time Commitment:** Once a week for at least 3 hours with a minimum commitment of 2 months.

Available hours are as follows:

- Monday: 12:30 – 3:30pm
- Tuesday: 8:30 – 11:30am and 12:30 – 3:30pm
- Wednesday: 8:30 – 11:30am and 12:30 – 3:30pm
- Thursday: 8:30 – 11:30am and 12:30 – 3:30pm
- Friday: 8:30 – 11:30am

**Qualifications:** Volunteers must be friendly, customer-service focused and open to working with individuals from any background. English/Spanish bilingual is strongly preferred, but not required. Basic computer skills needed.

**Orientation and Training:** All volunteers are required to attend and complete a volunteer orientation before starting their service. Client Intake Volunteers will receive additional training from the Food Programs Staff.

**Benefits:** opportunities to practice Spanish; relationship building; customer service experience; direct client interaction

**Appropriate For:** Individuals looking to make a long-term commitment.