

Position Title: Client Processing Volunteer

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

Supervisor: The Client Processing Volunteer reports to the Food Programs Coordinator.

Responsibilities:

- Call client numbers in order that they were received
- Collect required paperwork from clients
- Create and update client profiles using the Crossroads client database
- Connect clients with intake and pantry volunteers as appropriate
- Assist with administrative tasks related to the front desk and waiting room

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 Processing Volunteers will receive additional training from the Client Services Coordinator.

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

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