

\*Please note that Clover Area Assistance Center has many volunteer opportunities available that are project based that do not require set hours or are specific to only one or two people. The volunteer job descriptions listed here are for those positions that we need multiple people for each day that we are open, and are the most frequent positions that we fill. I

## **Volunteer Job Descriptions**

### **Intake Desk:**

- Computer skills/comfort required for data entry.
- Work one on one with new clients and/or clients needing updates
- Enter client information (new or updated) in database
- Advise clients of any additional information that may be required
- Direct client to next step needed to obtain services

### **Floater:**

- Computer skills/comfort required
- Greet clients as they enter and assess their needs
- Complete intake information for clients seeking assistance that requires staff
- Unlock and lock front doors at opening and closing.

### **Pantry Intake:**

- Computer skills and comfort level required
- Obtain ID from client, confirm personal information, and sign in clients receiving food.
- Anyone needing to update information is referred to Intake Desk
- Record food pickups and other pertinent notes in database.

### **Baggers:**

- No computer skills required
- Some lifting necessary
- Greet clients and quietly discuss food preferences with them.
- Assist clients by filling their shopping bags based on discussion with client, the client's shopping list, and CAAC food allowance guidelines.
- During slow times, assist Pantry and Client Services Administrator with pantry related tasks

### **Stocker:**

- Some heavy lifting required
- Keep shelves stocked with food according to CAAC allowance guidelines.
- Break down and repackage large items into useable sizes.
- Keep shelves and food items clean.
- Rotate stock so oldest items are used first.
- Break down all boxes.
- Weigh/record donations received and move to sorting area.
- Sort and mark new items as time permits and move items to warehouse.

**SC Thrive Hub (Previously The Benefit Bank):**

- Computer skills required
- Special training required
- Meet with clients by appointment and spend 1-1 ½ hours inputting information into web-based application tool. System notifies client as to eligibility for benefits and automatically completes applications accordingly for SNAP, TANF, and/or Medicaid.

**Living Basics/Classroom Instructor:**

- No computer skills required (unless teaching a Computer Skills Class)
- Preference for individuals with teaching/training background
- Classes generally run for 1 – 2 hours at varying times monthly, depending on course content.
- Classes vary in size and are required of clients who have received financial assistance.
- Instructors also provide clients with information about furthering education and enhancing employability.
- Discuss with clients other available resources and educate them on CAAC policies.

**Administrative Volunteer:**

- Computer and organizational skills required
- Assists with administrative tasks (filing, copying, organizing paperwork for reports, printing of labels, assists with mailers, etc.)
- Available to answer phones
- Completes administrative related projects
- Maintains/Updates information for Donor Database
- Prepares thank you letters
- Completes other administrative duties as assigned
- This position generally has no direct client contact