

FAMILIES FORWARD

Community Market & Front Desk Volunteer Descriptions

Community Market Volunteers:

Families Forward's Community Market provides essential perishable and non-perishable food assistance to individuals and families in need. Our newly designed food market allows families to shop for items that best meet their nutritional needs. Join us for this rewarding volunteer opportunity and help ensure no child or adult in our community goes hungry.

Time Commitment

- Commitment to position for a minimum of 3 months.
- One 3.5-hour shift per week
- We understand you may need days off and are happy to work with your personal schedule.

Community Market Hours:

Monday–Thursday, 10:00 AM – 3:00 PM

Shift Times:

- *Morning:* 9:00 AM – 12:30 PM
- *Afternoon:* 12:00 PM – 3:30 PM
- *Restocking:* 3:00 PM – 5:00 PM

(Evening and weekend shifts are not available at this time, but may be available in the future.)

Roles & Tasks

- *In-Market:*
 - The minimum age for these roles is 14 years or older.
 - These roles are focused on directly working with the clients who utilize our food services. There are multiple volunteer roles that work in the market, from greeting clients to stocking shelves and helping them check out.
 - **Skills & Qualifications-** *Please note, we are happy to provide accommodations as needed.*
 - Be a welcoming face to individuals and families who come into the market.
 - Ability to work on a team and maintain a positive attitude.
 - Comfort and flexibility working in a changing environment.
 - Some positions include both standing and sitting.
 - Familiarity and ability to use computers.
 - Bilingual skills are a plus.
- *Warehouse:*
 - The minimum age for this role is 14+ years old or 10-13 years old with an adult.
 - The volunteers in our warehouse will primarily be behind-the-scenes helping to sort, inventory, re-stock the market and shelve food and other donations that come.
- **New! Restocking Team 3:00 – 5:00 pm shift only:**
 - Restock and organize warehouse and market shelves, refrigerators, and freezers after The Community Market has closed.
 - Assist with closing cleaning tasks, including sweeping and mopping
 - Ensure all food items are properly stocked, neatly displayed, and the market and warehouse are clean and ready for the next day's operation.

FAMILIES FORWARD

- **Skills & Qualifications**- *Please note, we are happy to provide accommodations as needed.*
 - Ability to work on a team and maintain a positive attitude.
 - Comfort and flexibility working in a changing environment.
 - Must be able to stand for extended periods of time and lift up to 15 pounds.

NEXT STEPS

If you feel that one of these opportunities is a good fit for you, please fill out and submit our 'Volunteer Interest Form'. We will then review and reach out to you to provide the next steps, which may include a phone screening to get to know you better and go over specific and vacant volunteer roles.

If you have any additional questions, please reach out to volunteer@families-forward.org.

Front Desk Volunteer:

Our Front Desk Volunteers are the face of Families Forward. Volunteers assist everyone who comes through our doors including clients, partners, donors and other community members.

Time Commitment

- Commitment to position for a minimum of 3 months.
- One 2-hour shift per week
- We understand you may need days off and are happy to work with your personal schedule.

Availability

- Shifts:
 - Monday - Friday
 - 9:00am – 11:00pm
 - 11:00 – 1:00pm
 - 1:00– 3:00pm
 - 3:00 – 5:00pm

Tasks

- Greet guests at the front desk and determine their reason for visiting Families Forward.
- Help register families and clients for the appropriate program (i.e. housing assistance).
- Answer phone calls and make callbacks.
- Other clerical tasks as needed.

Skills & Qualifications

- Age of 18 years or older.
- Must be comfortable using a computer and answering phones.
- Comfort and flexibility working in a fast-paced, changing environment.
- Ability to work on a team and maintain a positive attitude.
- Bi-lingual a plus

NEXT STEPS

If you feel that this opportunity is the best fit for you, please fill out and submit our 'Volunteer Interest Form'. We will then review and reach out to you to provide the next steps, which may include a phone screening to get to know you better.

If you have any additional questions, please reach out to volunteer@families-forward.org.

FAMILIES F  RWARD