



## Volunteer Job Descriptions

<u>ON SHIFT ACTIVITIES</u>	<u>OFF SHIFT ACTIVITIES</u>
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### JOB DESCRIPTIONS

The following section briefly summarizes the roles of pantry volunteers. Activities outlined within these roles are described in detail in the section that follows.

### ON SHIFT PANTRY ACTIVITIES

#### ALL ON-SHIFT VOLUNTEERS:

- Open the pantry
- Throw out old perishable food
- Close the pantry

#### DESK WORKER: (requires additional training)

- Refill detergent cart
- Greet families
- Check families in
- Sign up new families
- Distribute detergent
- Do record updates
- Record visits
- Distribute sacked food if needed
- Answer phone
- Make referrals
- Receive donations
- Help relieve shopper congestion

### **SCALE WORKER:**

- Record weight and clothing items taken on blue slips
- Distribute limited items
- Assist with sacking

### **SACKER:**

#### **PRIMARY ACTIVITIES:**

- Assist with sacking
- Help take groceries out if family needs help
- Put carts away

#### **SECONDARY ACTIVITIES:**

- Take blue slips back to desk worker
- Straighten shelves

### **FLOATER:**

#### **PRIMARY ACTIVITIES:**

- Monitor restrooms
- Answer family questions
- Show new families around
- Respond to desk worker requests
- Stock shopping room shelves as needed
- Answer door for donations

#### **SECONDARY ACTIVITIES:**

- Assist with sacking
- Straighten shelves
- Process food donations
- Clean, clean, and restock produce
- Help relieve shopper congestion

### **FOOD PROCESSING:**

- Table to Table deliveries
- Restaurant processing
- Clear, clean, and restock produce
- Organize bread in the warehouse
- Make up regular and commodity sacks
- Wash dirty produce bins

## **OFF SHIFT PANTRY ACTIVITIES**

### **STOCKER:**

- Straighten shelves
- Clear, clean, and restock produce
- Stock shopping room shelves
- Process food donations

### **CLOTHING PROCESSING WORKER:**

- Process clothing donations
- Straighten clothing
- Take clothing to Goodwill

### **CLOTHING PICK UP WORKER:**

- Be familiar with Kidworks location and process
- Pick up clothing
- Deliver clothing to pantry

### **LIBRARY PICK UP**

- Pick up and process donations from NL Community Library Food for Fines

### **PANERA PICK UP**

- Pick up Panera bakery items, drop off and weigh items at Pantry

### **PANERA PROCESSING**

- Bagging bakery items

### **WAREHOUSE WORKER—Ask Director if interested**

- Combine like items in the warehouse
- Bring down extra stock from the high shelf
- Help unload deliveries
- Refill diaper containers
- Wash dirty produce bins
- Clean and label returned detergent bottles

### **HACAP PICK UP—Ask Director if interested**

- Take Pantry van to HACAP for order pick up
- Help unload items into Pantry warehouse

## **Detailed Job Descriptions**

### **ON SHIFT PANTRY ACTIVITIES**

#### **ALL ON-SHIFT VOLUNTEERS**

##### **OPEN THE PANTRY:**

- Sign in on the “Volunteer Time Sheet” in the kitchen.
- Lock reception room door from inside until ready to open the pantry.
- Put on an apron and your nametag.
- Check the Communications whiteboard for any notes
- Do not open the Pantry unless two volunteers are present.
- If scheduled volunteers are not present by 10 minutes before opening, check the schedule and call the volunteers who are scheduled. The current team list is in the time sheet notebook. If you cannot reach them, call the Pantry Director or On Call (Sat).
- All volunteers compost old perishable food
- Desk Worker: Refill detergent cart from bins underneath donation table in warehouse.
- Scale Worker or Sacker: Put a cart on the scale and turn the scale on (push the “on/off” button). By having the cart on the scale, it will automatically “tare” (subtract the weight of the cart from any items weighed on the scale).
- Floater: Get phone and restroom key from the kitchen, close both restroom doors

##### **THROW OUT OLD PERISHABLE FOOD (Before and during shift):**

- Check bread for mold and throw out if moldy or 7 days past date.
- Sacker, Scale Worker, Floater, and Food Processor: Check distribution and warehouse shelves, produce coolers, and refrigerators for moldy or oozy produce.

##### **CLOSE THE PANTRY:**

- Desk worker should turn off computer, clean up desk , and Switch Open/Closed Sign
- Leave notes for Staff in the box outside the director’s door or under the office door.
  - Notes: incident forms, questions, suggestions, monetary donations, etc.
- Floater: Check and open restrooms to be sure they are empty. Ask other volunteers for help closing up
- All volunteers assist Floater with taking out cardboard, compost, and trash if it becomes too heavy for one person.
- Make sure office doors and all windows are closed and locked.
- Make sure water is off in restrooms and food prep room.

- Straighten children's areas.
- Sign out on the "Volunteer Time Sheet".
- Turn off all interior lights and close and lock entry and warehouse door

## **DESK WORKER**

Desk Workers are required to complete an additional training prior to volunteering. Job Description is detailed in Desk Worker Manual in green binder in desk. Let Volunteer Coordinator know if you are interested in being trained.

## **SCALE WORKER**

### **RECORD WEIGHT AND # of CLOTHING ITEMS TAKEN**

- When brought to the scale, all food and toiletries must fit in the cart. If families have food in their hands, they must choose what to remove.
- Take out clothing items or other nonfood and toiletry items
- Push the cart onto the scale
- Record the weight and number of clothing taken on the blue slip
- Periodically return blue slips to the desk worker

### **DISTRIBUTE LIMITED ITEMS**

- Offer the family limited items such as toilet paper, peanut butter, canned meat, and milk.
- Watch the number of frozen meat items taken, and ask families to return any over the current limit.
- Answer questions about why these are limited (ex. high cost, limited availability).

## **ASSIST WITH SACKING**

### **SACKER**

#### **PRIMARY ACTIVITIES:**

### **ASSIST WITH SACKING**

- Use reusable bags first, then plastic or used paper bags.
- Be careful not to overload plastic bags.
- Thank families for coming, and wish them a good day

### **HELP TAKE GROCERIES OUT**

- Offer assistance if the family needs help.
- Grocery carts must remain inside the pantry

### **PUT CARTS AWAY**

- Push empty carts back to be taken by another shopping family

## **SECONDARY ACTIVITIES:**

### **RECORD WEIGHT AND CLOTHING ITEMS TAKEN**

#### **STRAIGHTEN SHELVES**

- Move shelved food forward to leave room for new food in the back
- “Face” the food shelves. Pull food to the front of the shelf and turn cans and boxes so they face the front.

## **FLOATER**

### **PRIMARY ACTIVITIES:**

#### **MONITOR RESTROOMS**

- Close restrooms before the Pantry opens.
- Keep restroom key during shift to open door for families and volunteers
- Open restrooms after the Pantry closes

#### **ANSWER FAMILY QUESTIONS**

- Retrieve diapers, formula, and birthday bags from the Volunteer Room as requested

#### **SHOW NEW FAMILIES AROUND**

- Show the family where things are (carts, clothing, food, scale, sacking table, etc.).
- Explain limits and check out process
- Offer to answer questions.

#### **RESPOND TO DESK WORKER REQUESTS**

- Keep portable phone within earshot
- Answer phone if it says “DESK” let staff or Desk worker answer “UNKNOWN CALLER”
- Retrieve detergent (use refilled detergent located underneath donation table first)

#### **STOCK SHOPPING ROOM SHELVES**

- Check shopping room shelves for items that needed to be restocked.
- Get food from warehouse, using food from the side of the shelf as marked, and look for other signs as you stock food from the refrigerators, cooler, and walk-in freezer
- Check bread and produce shelves for out of date or moldy bread or moldy, oozy produce, and discard it.
- Put new stock on a cart, and move it to the appropriate shelf in the shopping room.
- Place the new food behind food already on the shelf. (First In First Out)

- Do not stack cans more than 2 high and 4-5 deep on the shelf
- Keep like items together
- Stock as much produce as possible in the shopping room
- Only whole produce in the produce cooler, cut or sliced produce goes in the refrigerator
- Restock frozen items (Poultry on bottom, other raw meat, then prepared food items on top shelf). Non meat items can go into chest freezer.
- Restock toiletry, baby items, and refrigerated items

### **ANSWER DOOR FOR DONATIONS**

- Donated food should be put on the large table by the warehouse door.
- Donated clothing should be in the clothing bin near the walk-in freezer.
- Label food donations with the orange slips if you are not weighing and processing it into the pantry immediately.

### **SECONDARY ACTIVITIES:**

#### **ASSIST WITH SACKING**

#### **STRAIGHTEN SHELVES**

- “Face” the food shelves. Pull food to the front of the shelf and turn cans and boxes so they face the front.

#### **PROCESS FOOD DONATIONS**

- Weigh the donated food and record the donation source (if the donor is known and willing to give their name), type of donation, weight, and your initials on the Donations Log located on clipboard above the scale in the warehouse
- Check for expiration dates or “best used by” dates on the donated food.
  - Canned items: if the date is in the future or is not more than 2 years in the past, keep the item.
  - For most other items (boxes, jars, plastic sacks, etc.), if the date is in the future or is not more than 6 months past the current date, keep the item
  - If it is baby food, do not keep past the expiration date.
  - If an item does not have a date, look at the condition of the package, and use your best judgment. "If in doubt, throw it out."
  - Throw food away if it is:
    - Open or homemade
    - Dented with sharp dents, rusted, or bulging (cans only)
    - Looks very old (yellowed label, outdated logo, etc.) or has any bugs
- Put small donations out onto distribution shelves after date checking

- All of the food and non-food items received must be put away (off of the floor) prior to the end of your shift.

### **CLEAR, CLEAN, AND RESTOCK PRODUCE**

- Remove moldy or oozy produce from shopping and warehouse fridge, coolers, shelves
- Check the bottom of the bins or bags for oozy liquid
  - If veggie juices are present, transfer good produce to a new container
  - Rinse any good produce covered in liquid, and dry on towels by sink
  - Transfer good produce to a new, clean bin/bag if necessary
- Put out as much produce as possible in the shopping room  
\*We want produce to go home with families, not sit and rot in the warehouse\*
- Most whole produce should be put in the shopping or warehouse produce cooler.
  - Tomatoes, onions, and potatoes should not be refrigerated.
  - All sliced produce should be in the refrigerators only, not produce coolers

### **HELP RELIEVE SHOPPER CONGESTION**

- If aisles are crowded, ask families if they are ready to check out
- Politely refuse to let families who have finished shopping come back for new stock.
- Limit how many families are shopping at one time, by taking carts out of rotation
- Near the end of the shift (10 minutes before closing), ask families to finish up shopping

### **FOOD PROCESSING**

#### **TABLE TO TABLE DELIVERIES**

- Fill shopping room refrigerator and produce cooler from warehouse stock before delivery
- Give empty boxes (on top of walk in freezer) back to Table to Table
  - Save banana boxes and other sturdy boxes with lids and handles on top of freezer
- T2T items should go directly into the shopping room (already weighed and recorded)
- Put out food in shopping room (extra goes in warehouse) in this order
  - **Refrigerator**
  - **Freezer** (poultry on bottom, then other raw meat, then prepared and non-meat foods on top shelves)
  - **Nonperishable**

\*Two people work together to lift heavy or frozen meat boxes\*

- All food received needs to be put away (or off of the floor) prior to the end of the shift.

### **RESTAURANT PROCESSING (Tuesday, Red Lobster):**

- Get plastic Ziploc bags located in the tall cabinet in the kitchen.
- Wash hands and put on disposable gloves located above the sink
- Use a black permanent marker to write the current date and label on freezer bags
- If you can't identify what the food is, discard the item(s)
- Immediately put filled bags in the shopping room freezer and when full, walk in freezer
- Clean the counter and the sink with cleaning solution. Sweep the floor.
- Break down boxes after they are empty and place in the large shopping cart located next to the warehouse door to be recycled

### **CLEAR, CLEAN, AND RESTOCK PRODUCE**

- Check each produce container/bag in the warehouse and shopping room for spoilage
  - Toss any moldy or oozy produce
  - Check the bottom of the bins or bags for oozy liquid
    - If veggie juices are present, transfer good produce to a new container
    - Rinse any good produce covered in liquid, and dry on towels by sink
    - Transfer good produce to a new, clean bin/bag if necessary
  - Put out as much produce as possible in the shopping room
- \*We want produce to go home with families, not sit and rot in the warehouse\*
- Move whole produce from warehouse pallets to produce cooler as space allows
    - Tomatoes, onions, potatoes, and unripe fruit should not be refrigerated.
    - All sliced produce should be in the refrigerators only, not produce coolers

### **ORGANIZE BREAD IN THE WAREHOUSE**

- Oldest bread goes on the top shelf and down
- Toss any moldy bread or bread past 7 days of date as you go
- Put bread close to 7 days past date (but not moldy) on shopping shelves or free shelf

### **MAKE UP REGULAR SACKS**

- Check to see if the sacked food shelf in the reception area has any empty baskets.
- The list of what goes into a regular sack is on the communications board in the warehouse.

- If we don't have anything from one of the categories, please substitute an item from another category.

### **WASH DIRTY PRODUCE BINS**

- Dirty bins will be stacked next to the sink
- Allow bins to air dry on towels unless there is limited space

### **OFF SHIFT PANTRY ACTIVITIES**

#### **STOCKER**

#### **STRAIGHTEN SHELVES**

- Move shelved food forward to leave room for new food in the back
- "Face" the food shelves. Pull food to the front of the shelf and turn cans and boxes so they face the front

#### **CLEAR, CLEAN, AND RESTOCK PRODUCE**

- Remove moldy or oozy produce from shopping and warehouse fridge, coolers, shelves
- Check the bottom of the bins or bags for oozy liquid
  - If veggie juices are present, transfer good produce to a new container
  - Rinse any good produce covered in liquid, and dry on towels by sink
  - Transfer good produce to a new, clean bin/bag if necessary
- Put out as much produce as possible in the shopping room  
\*We want produce to go home with families, not sit and rot in the warehouse\*
- Most whole produce should be put in the shopping or warehouse produce cooler.
  - Tomatoes, onions, and potatoes should not be refrigerated.
  - All sliced produce should be in the refrigerators only, not produce coolers

#### **STOCK SHOPPING ROOM SHELVES**

- Check shopping room shelves for items that needed to be restocked.
- Get food from warehouse, using food from the side of the shelf as marked, and look for other signs as you stock food from the refrigerators, cooler, and walk-in freezer
- Put new stock on a cart, and move it to the appropriate shelf in the shopping room.
- Place the new food behind food already on the shelf. (First In First Out)
- Do not stack cans more than 2 high and 4-5 deep on the shelf
- Keep like items together

- Restock frozen items (Poultry on bottom, other raw meat, then prepared food items on top shelf). Non meat items can go into chest freezer.
- Restock toiletry, baby items, and refrigerated items

### **PROCESS FOOD DONATIONS:**

- Weigh, record, date check, and put away food and toiletry donations (see [“Process Food Donations”](#) under Floater for further details).

### **CLOTHING WORKER**

#### **PROCESS CLOTHING DONATIONS:**

- We accept children's clothing and shoes. The only adult clothing items accepted is coats. Only season-appropriate clothing will be put in the distribution bins.
- Other household items, toys, accessories, books, furniture, or baby items are will be distributed as room allows on the reception room table or will be donated to Goodwill.
- Presort clothing items: decide whether to keep a piece of clothing or give it to Goodwill. Always take clothing to Goodwill if the item:
  - Is dirty or stained, torn or patched or has missing buttons or faulty zippers
  - Has pet hair or smells of cigarette smoke
  - Is very old or out of style
  - Is out of season (if the clothing is particularly nice, it may be stored during the off season times, but most items should be passed on to Goodwill)
- The next step is to sex and size the clothing.
  - Boy's shirts always have the buttons on the right, button holes on the left. Girl's can be either side.
  - Sizes are usually found in the collar or waistband, or in the side seam. If there is no size tag, try to estimate the size by holding the item up to other clothing
- The next step is to put the clothing away.
  - Most clothing goes into the appropriate size or type bins, the clothing rack is primarily for jackets and coats
  - Hang nicer items on the display wall.
- When putting clothing away, remember:
  - Fold clothing items in bins. If a bin is full, replace an existing item and take extra to Goodwill

#### **STRAIGHTEN CLOTHING:**

- Put bins away if they are sitting out.
- Pick up clothing that have been taken out and return them to their bin or rack.

- Straighten shoe rack.
- Pick up stray hangers and put them in the hanger box.
- Refold items in the bins that have been looked through:
- Verify that the right sizes have been returned to the right bins.
- If bins contain items that are not in season, put those items aside to go to Goodwill.

### **TAKE CLOTHING TO GOODWILL:**

- Load vehicle with clothing the pantry will not be able to distribute and take to Goodwill
- Coralville Goodwill: 2551 Heartland Place, Coralville, IA 52241
- No receipt is needed

### **CLOTHING PICK UP**

#### **BASIC INFO:**

- Business that donates: Kidworks
- Location: 111 Stevens Drive, Iowa City
- Pick up time: Thursday (anytime between 9-5)
- Phone number: 337-3921
- Will need a vehicle with some storage capacity

#### **PROCESS:**

- Pick up clothing. If driving South on Gilbert Street, cross over Hwy 1 at a 4-way stop light. Kidworks is on the right hand side of the road about 1 block past Hills Bank.
  - Drop clothing bags off at the pantry in the cardboard bin in the back of the pantry near the walk-in freezer to be sorted

### **LIBRARY PICK UP**

#### **BASIC INFO:**

- Business that donates: North Liberty Community Library, 520 West Cherry Street
- Pick up day: Friday
- Phone number: 319-626-5701
- Will need a vehicle with some storage capacity and someone strong enough to lift boxes.

#### **PICK-UP**

- Go to the North Liberty Community Library during business hours on Friday.
- The food is in a rolling cart near the main entrance of the library.

- Take the food to your vehicle, return the cart, and return to the pantry to process the food (see [“Process Food Donations”](#) below).

## **PANERA PICK UP**

### **BASIC INFO:**

- Business that donates: Panera, Coral Ridge Mall
- Pick up time: Friday between 9:15PM and 9:45PM.
- Processing time: Saturday morning prior to 9:30AM
- Phone number: 319-341-9252
- Will need a vehicle with some storage capacity and someone strong enough to lift boxes.

### **PICK-UP**

- Borrow a shopping cart from Target.
- Push the shopping cart into the Panera store.
- Tell the Panera employees that you are there to pick up the end of day bread.
- The bakery goods will be in large, clear, plastic garbage bags. They are piled near the pastry counter.
- Load the bags onto the shopping cart and take them to your car.
- ALL of the bakery items must be taken.
- Weigh all bakery items and record them on donation clipboard
- Leave bags and boxes on the table in the warehouse to be processed in the morning.

### **BASIC INFO:**

- Business that donates: Panera, 213 1<sup>st</sup> Avenue, Coralville
- Pick up time: Sunday between 8-9 PM or Monday between 5-8 AM
- Processing time: Monday morning prior to 9:30AM
- Phone number: 319-248-8000
- Will need a vehicle with some storage capacity and someone strong enough to lift boxes.

### **PICK-UP**

- Tell the Panera employees that you are there to pick up the end of day bread.
- The bakery goods will be in large, clear, plastic garbage bags. They are piled near the pastry counter.
- ALL of the bakery items must be taken.
- Weigh all bakery items and record them on donation clipboard
- Leave bags and boxes on the table in the warehouse to be processed in the morning.

## **PANERA PROCESSING BAGGING BAKERY ITEMS**

- Put on gloves
- Get out the Panera packaging bags (not freezer bags)
- Put the date on the bag using a permanent marker
- Put one loaf of bread per bag and bagels and pastries as will fit in smaller bags
- Leave out any very damaged pastries or bread loaves
- Place processed items on warehouse shelves or distribution shelves if there is no older similar bread items
- Wipe down the table
- Break down any cardboard boxes and place in recycling cart
- Take all leftover crumbs and any old, moldy bread to the dumpster

## **WAREHOUSE WORKER**

### **COMBINE LIKE ITEMS IN THE WAREHOUSE** \*Always use FIFO (First IN, First OUT)\*

- Food items are sorted into categories designated by magnet signs
- Categories are allowed a certain amount of space in the warehouse
- Put overflow items in correct warehouse spot
- Bring food forward to make room for HACAP order

### **BRING DOWN EXTRA STOCK FROM HIGH SHELF**

- Check for potentially “hidden” boxes first
  - Bring down enough stock to fill lower shelves
- \*Always have another person in the warehouse when you are on a ladder\*

### **HELP UNLOAD DELIVERIES (HACAP, MILK, ETC)**

### **REFILL DIAPER CONTAINERS**

- Refill diaper containers in the kitchen/volunteer room from boxes above or in warehouse
- Diapers are packaged into bags of 10 and marked with the size

## **HACAP FOOD PICK-UP**

### **BASIC INFO:**

- Business that supplies food: Hawkeye Area Community Action Program
- Location: 1515 Hawkeye Dr, Hiawatha
- Pick up time: Wednesdays, 1:00 PM for large orders. Monday and Friday for fresh foods
- Phone number: (319) 393-7811

- Need to have a clear driving history and license, check with Executive Director to drive van

### **LOADING PROCESS**

- When you get to HACAP, one person will check in with the office staff.
- The driver of the vehicles backs up into the warehouse door.
- The warehouse staff brings the load to the vehicle.
- Load the food, putting the heavier items toward the front and on the bottom. The person who checks in should also sign for the order.

### **UNLOADING PROCESS:**

- Back the vehicle up to the warehouse door.
- Use the hand cart, cart, or just pick up boxes and bring them in.
- Use FIFO (First in, first out) and place items in correct shelf space
- Have one person look for boxes while another checks them off the order list