



## Remote Grocery Order Taker Volunteer Description

**Report to:** Shelbi Benson, Volunteer Coordinator

**Term:** Take orders weekly, bi-weekly or monthly with confirmed advanced scheduling.

**Goals:** To provide support services to older adults living in the community.

**Outcomes:** Increased independence, accessibility, and safety of older adults living independently and access to healthy foods.

**Purpose:** Orders will be taken via telephone from remote locations for clients unable to shop for or transport groceries.

### Expectations:

- Be available as scheduled on Tuesday morning of each week between 9:00 am and 12:00 pm or arranged with the volunteer coordinator.
- Maintain courteous and positive demeanor with clients
- Utilize assigned call rosters to connect with enrolled clients to take their orders, making notes as to clients not needing groceries, no answer, left message, etc., including date and time of day
- Commit client grocery orders into Excel workbooks by product category; Produce, Dairy, Frozen, etc.
- Highlight special items or specific instructions that will ensure a successfully shopped order
- Transmit completed grocery orders back to Age Well Arrowhead via email by 1:00 pm on Tuesday
- Regularly complete and submit required volunteer timesheets by month end
- Attend training meetings as scheduled

### Requirements & Qualifications:

- Successful enrollment as an Age Well Arrowhead volunteer, including background check as required by agency
- Completion of volunteer training as provided by the agency
- Working computer with Microsoft Excel, Internet access and a working telephone
- Ability to take highly detailed grocery orders to avoid shopping confusion and errors
- Proficiency in using Excel
- Commitment to pay attention to detail & communicate effectively with client and Volunteer Coordinator both verbally and in writing if necessary
- Follow agency confidentiality guidelines as outlined by the agency and in your signed confidentiality agreement

I have read the grocery order taker volunteer position description. By signing below, I commit to treating clients with dignity and respect while supporting their efforts to stay independent in their own homes.

**Volunteer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_