



VOLUNTEER ORDER TAKER

GOAL: Develop an ongoing relationship with older adults or individuals with disabilities while helping them to remain living at home. On a regular schedule determined by you (weekdays, evenings and weekend calls available) obtain a client's grocery order by telephone every other week and enter each order in our online ordering system.

Duties and Responsibilities:

- On a regular schedule, contact each assigned client by telephone to take their grocery order (each order takes 20-30 minutes to complete). Volunteers are typically assigned four clients.
- With client, and using the online ordering system, identify and select each requested item.
- As needed, offer product alternatives if requested item is unavailable. Share information regarding monthly specials offerings.
- Read order back to client before completing each call.
- Update status of each client not ordering using the online ordering system.
- Report volunteer hours using the online ordering system at the end of each shift.
- Read monthly volunteer e-newsletter and email updates to keep up on current news.
- Contact Volunteer Manager in a timely manner in case of absence or vacation.
- Maintain client confidentiality.

Requirements:

- Must complete a two hour training (either in-person or online), and complete practice assignments before being assigned clients.
- Commitment of one to two hours per week for one year.
- Computer, internet and/or database skills. Must have a reliable computer or tablet, access to the internet and ability to use the telephone while on the internet.
- General knowledge of grocery products.
- Ability to patiently work with an elderly adult on the phone while entering an order.
- Fluency in English (read, write, speak, and understand).
- Complete a volunteer application and criminal background check.
- Interest in Help At Your Door's mission of helping seniors remain at home.
- When possible, visit one of the stores one morning at 7:00 a.m. to shadow a shopper.

Reports To: Volunteer Manager

For More Information Contact:

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