



VOLUNTEER GROCERY SHOPPER

GOAL: Using detailed orders placed online by volunteer order takers, the volunteer shopper fills individual grocery orders during a shift at one of our store locations (Bloomington or St. Anthony). Shopper shifts typically begin at 6:00 a.m. and end about 9 a.m. on weekday mornings. Volunteer shoppers do not pay for groceries nor do they deliver them to clients.

Duties and Responsibilities:

- Sign out each order for shopping
- Review order, order notes and substitution preferences before beginning to shop.
- Select product according to UPC code, brand, description and size, with attention to detail and accuracy.
- Make appropriate substitutions on client orders when necessary.
- Serve as part of a team, partnering with fellow shoppers to double check accuracy of shopped items in carts, as needed.
- Assist with the check-out process, unloading carts onto the belt, and packing up grocery items into bags and totes.
- Maintain customer confidentiality and professionalism while shopping.
- Inform the Store Coordinator of schedule changes (short-term or long-term) and issues with fulfilling grocery orders for clients.
- Inform the Volunteer Manager of contact information updates, concerns and resignation.

Requirements:

- Attention to detail and ability to read product labels.
- Ability to commit three hours, once a week or twice per month for at least six months.
- Fluency in English (read, write, speak, and understand).
- Physical ability to stand/walk/reach for items while shopping and lift groceries.
- Successful completion of criminal background check.
- Interest in Help At Your Door's mission of helping seniors remain at home.
- Youth aged 16+ are allowed to shop, with parental permission.

Reports To: Store Coordinator, Volunteer Manager

For More Information Contact:

Help At Your Door
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