

CLIENT CONNECTOR



RESPONSIBILITIES

- Contact your assigned client by phone on a regular schedule to take their grocery orders (20-30 min each).
- Work with the client to identify and select their requested items using the online ordering system.
- Offer alternative product suggestions if a requested item is unavailable and read the order back to the client to confirm items before completing each call.
- Record your volunteer hours in the online system at the end of each shift and update the status of clients who do not order using the online ordering system.
- Use an online calendar to note absences/vacations.
- Ensure client confidentiality is maintained at all times.
- Report any concerns about the client's health and safety to the operations manager immediately.
- Stay informed by reading Help At Your Door emails for updates and pending client requests.
- Provide at least two weeks' notice before ending your volunteer role.



REQUIREMENTS

- Fill out an online volunteer application and undergo a background check.
- Complete training and practice assignments before being assigned clients.
- Volunteer for one to two hours weekly or bi-weekly, with a minimum one-year commitment.
- Possess a reliable computer or tablet with internet access and the ability to use the phone while online.
- Have a general knowledge of grocery products.
- Be fluent in English and demonstrate a friendly approach when interacting with older individuals.



SIGN UP TODAY

volunteer@helpatyourdoor.org | 651-642-1892

8/21/2024

Mission: to help seniors and individuals with disabilities maintain their independence and continue living in their homes.