

# Carry-Out Caravan Order Taker Volunteer Job Description



Carry-Out Caravan volunteers assist seniors in receiving life sustaining nutrition, keeping them more independent, and nourished in their homes. Volunteers help clients enjoy healthier and happier lives.

## Time commitment

2-3 hours per week.

Monday – 8:00am-11:00am; 11:00am-1:00pm; 1:00pm-3:00pm.

Tuesday – 8:00am-11:00am; 11:00am-1:00pm; 1:00pm-3:00pm.

Wednesday – 8:00am-11:00am; 11:00am-1:00pm; 1:00pm-3:00pm.

## Volunteer Job Description

- Answer cell phones and take detailed grocery orders from seniors.
- Monitor incoming calls and return calls to clients whose calls didn't get answered
- Pay attention to spelling and confirm orders for accuracy
- Must pass a background check

## Duties and Responsibilities

- Must be comfortable using cell phones, computers and tablets
- Willingness to use/ability to hear with a headset
- Provide Feedback and ask Questions!- Cultivate staff are there to help and support you
- Be a friend- let our clients know we care about them
- Customer service skills and patience is required
- Ability to work independently
- Attend a volunteer orientation and complete volunteer paperwork
- Become familiar with and follow all procedures and rules as described in the volunteer handbook
- Give Cultivate at least one week's notice if you'll be absent (health and/or emergency situations excluded)

## You will enjoy being an order taker for Carry-Out Caravan if:

- You have great attention to detail
- You enjoy one-on-one interaction with clients and are looking for a high impact volunteer experience
- You enjoy being on the phone with seniors and listening with a patient ear
- You enjoy working in a busy office environment but can work independently
- You have a passion for serving our seniors and ensuring their nutritional needs are met

We at Cultivate strive to be a diverse organization that provides equitable access to all identities, including (but not limited to) race, ethnicity, language, economic status, religion, gender identity and expression, sexual orientation, ability, age, mental health, nationality, and education level. In order to hold ourselves accountable to this diversity, equity, and inclusivity work, we, the staff, board and volunteers at Cultivate, developed and support our DEI Commitment.

Click [here](#) to learn about our commitments.