

# 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 long, 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
- Due to COVID, all volunteers must wear masks while volunteering. If you become ill or come into contact with someone who is ill, please let us know and **DO NOT** come to volunteer.
- 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