



Giving Hope Today

The Salvation Army Centre of Hope Volunteer Role Description

TITLE OF POSITION: Community and Family Services Shopping Assistant

LOCATION/PROGRAM: The Centre of Hope Community and Family Services

DESCRIPTION OF ASSIGNMENT: You will provide a friendly greeting and be assisting food bank customers as required when they are choosing their grocery items. You may also need to answer basic questions and direct people to food bank staff for further assistance.

SPECIFIC DUTIES:

- Greeting customers as they arrive to make their food selections
- Assisting with guiding customers through the food bank process and ensuring they are choosing within the guidelines
- Keeping shopping area neat and tidy
- Restocking shelves as necessary
- Various related tasks as requested by C&FS staff

QUALIFICATIONS:

- Must be at least 18 years of age and willing to provide The Salvation Army with a current (less than 3 months) satisfactory police record check.
- Previous experience in community services is preferred.
- Excellent customer service skills are required.
- Must be willing and able to do physical work and/or lifting items weighing up to 30lbs.
- Must be patient and have an ability to express compassion and be sensitive to the unique needs of those living on a low income or experiencing a mental health or addiction problem.
- Must be able to work in a team environment and communicate effectively and positively with participants, fellow volunteers, staff, and program students.
- Reliability, punctuality, attention to detail, cooperativeness and adherence to safety guidelines are imperative.
- Fluent in English; Proficiency in languages other than English is an asset.

SCHEDULE: One day per week, Monday to Friday 9:30am – 4pm.

LENGTH OF COMMITMENT NECESSARY: Minimum of 6 months

ADDITIONAL INFORMATION:

Dress code and other professional standards must be adhered to.
Confidentiality is expected.
Provide own transportation.