



Grocery Order Taker Volunteer Description

- Report to:** Shelbi Benson, Volunteer Coordinator
- Term:** Flexible; prefer a 3-6-month commitment but can accommodate snow birds, summer birds, vacations and other life events. Take orders weekly, bi-weekly or monthly.
- Goals:** To provide support services to older adults living in the community.
- Outcomes:** Increased independence, accessibility, and safety of older adults living independently.
- Purpose:** Orders will be taken via telephone from Age Well Arrowhead office, from homebound clients for shoppers to execute the following day.

Expectations:

- Be available as scheduled on Tuesday morning of each week between 9:00 am and 12:00 pm
- Maintain courteous and positive demeanor with clients
- Answer phones and take accurate, concise grocery orders as clients call; transferring orders onto order sheets in the appropriate areas
- Highlight special items as needed, copy orders, staple and add coupons/coupon code as necessary
- Special order items will require a call to the appropriate store to request i.e. hot & cold deli items can be reserved and held in the cooler for pick up the following day. (A notation on the order forms should be made so that the shopper is aware of the special order/request.)
- Assist grocery coordinator with preparing driver sheets and shopper assignments
- Deliver grocery orders to appropriate stores for shoppers to execute the following day
- Regularly complete and submit required tracking paperwork including timesheets
- Attend training meetings as scheduled

Requirements & Qualifications:

- Successful enrollment as an Age Well Arrowhead volunteer, including background check as required by agency
- Completion of volunteer training as provided by the agency
- Ability to effectively take detailed grocery orders to avoid shopping confusion and errors
- Ability to write legibly
- Commitment to pay attention to detail & communicate effectively with client and Volunteer Coordinator both verbally and in writing if necessary
- Follow agency confidentiality guidelines as outlined by the agency

I have read the grocery order taker volunteer position description. By signing below, I commit to treating clients with dignity and respect while supporting their efforts to stay independent in their own homes.

Volunteer Signature: _____ **Date:** _____