

Newcap, Inc.  
1201 Main Street  
Oconto, WI 54153  
www.newcap.org

**VOLUNTEER DESCRIPTION**

**JOB TITLE:** FOOD PANTRY VOLUNTEER

**SUPERVISOR:** Food Services Coordinator / Executive Vice President of Operations

**CLASSIFICATION:** Part Time Volunteer

**VOLUNTEER WORKSITE:** Oconto, WI

**PRIMARY RESPONSIBILITY:**

**Participate in all aspects of the food pantry.**

**AGENCY VOLUNTEER EXPECTATIONS:**

1. Adhere to agency policy and procedures.
2. Perform volunteer duties as workload necessitates.
3. Maintain a positive and respectful attitude.
4. Communicate regularly with supervisor.
5. Demonstrate flexible and efficient time management and ability to prioritize workload.
6. Consistently report to work on time prepared to perform duties of volunteer position, with proper attire worn.
7. Meet productivity standards.
8. Attend volunteer workshops, in-service training, and meetings as assigned.
9. Comply with all agency policies and procedures.
10. Responsible for attending volunteer/staff meetings.
11. Attend the annual civil rights training.
12. Accept other duties as assigned.

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13. Ambassador for Newcap, Inc., along with all volunteers, and responsible for marketing/promoting the organization and its programs both internally and externally.

**ESSENTIAL VOLUNTEER DUTIES AND RESPONSIBILITIES:**

1. Make sure pantry is properly stocked before each pantry day. Make sure shelves are well stocked at all times.
2. Greet each food pantry client and make sure all proper documentation is complete before taking the client through the pantry.
3. Treat each client with respect and use the utmost confidentiality.
4. Assist any special need clients and load car if needed.
5. Clean and wipe down shelves as well as cooler. Restock pantry for next service day.
6. Take proper temperature readings of freezers and refrigerators, weighing donations, and reporting.
8. Assist with all area food drives; food must be checked for expiration dates and weighed.
9. All freezers and coolers must be cleaned /defrosted on a monthly basis.
10. Submit monthly reports to appropriate staff.
11. Be in direct contact with volunteer supervisor with any concerns or questions.
12. Assist in recruiting suitable volunteers.

**PERSONAL AND BEHAVIORAL REQUIREMENTS:**

- Reliable, dependable, prompt, organized, and work well with minimal supervision.
- Pleasant, professional, courteous demeanor and team player.
- Follow standard office procedures.
- Sensitive to people's needs.
- Maintain complete confidentiality in all Newcap business-related matters.

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- Show respect and treat all people with dignity.
- Flexible and able to adapt to different situations.
- Multitask effectively.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Minimum 2 years of previous customer service or other work-related experience.
- High school diploma or GED equivalent.

**ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

If applicable, must possess or be able to obtain within thirty (30) days of start date, a valid and appropriate state driver's license along with access to a reliable car, with proof of insurance, and meeting the driving record requirements that Newcap follows for all volunteers who drive company vehicles.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position may require lifting of heavy objects, walking and standing for long periods of time. The volunteer lifts, pushes, pulls or carries objects. The position requires good manual dexterity (hand, hand with arm, two hands) and multilimb coordination. The volunteer must have excellent stamina.

Occasionally required to exert up to 50 pounds of force.

**VOLUNTEER WORK ENVIRONMENT:**

Volunteer work environment characteristics described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this job.

This job operates in a professional, food pantry environment.

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**EXPECTED HOURS OF VOLUNTEER WORK:**

This is a part time volunteer position. Days and hours of work are Monday and Thursday, 9:30 a.m. to 4:30 p.m. 14 hours per week.

**OTHER VOLUNTEER DUTIES:**

Please note this volunteer position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the volunteer for this position. Duties, responsibilities and activities may change at any time with or without notice.

**Please Note: Due to the volume of resumes that we receive, only those volunteer candidates selected for interviews will be contacted.**

Thank you for your interest in joining our Newcap, Inc. Volunteer Team!