



**Role: Welcome Desk Assistant – Food Market & Family Center**

**Type:** Short / Long Term

**Location:** 1080 Montreal Ave (Saint Paul)

### Your Impact & Benefits as a Volunteer

**Join us as a Food Market volunteer and experience a place of meaningful connections and impactful moments. Here's what awaits you:**

- Become part of a dedicated team at Neighborhood House, surrounded by passionate volunteers, social work interns, and caring staff.
- Make a direct and tangible difference in the lives of your Saint Paul neighbors, ensuring they receive the essential nourishment they deserve.
- Discover the profound satisfaction of knowing that your efforts have a direct, positive impact on people in need, providing them with vital support and sustenance.

Together, let's create a ripple of change and kindness in our community through your valuable contribution as a Food Market volunteer!

### Role Summary

Join our vibrant team as a Welcome Desk Assistant and play a key role in crafting an inviting and inclusive atmosphere at our food market. Here's what this opportunity entails:

- Collaborate with fellow volunteers, staff, and interns to curate a warm and hospitable market experience for every visitor.
- Your contribution will be instrumental in fostering a dignified and comfortable shopping environment, ensuring that everyone feels valued and respected during their time at our food market.
- As a Welcome Desk Assistant, you will be the face of our market, creating a positive first impression and providing crucial support to our visitors at the beginning and end of their shopping trips.
- Additionally, your administrative assistance will be invaluable, contributing to the smooth functioning of our operations and enhancing the overall experience for our shoppers.
- Be part of the team that makes a real difference in the lives of our community members, creating a welcoming haven for all who walk through our doors!

### Key Responsibilities

Ready to make each shopping trip a memorable and seamless experience for our visitors? Here's how you'll shine as a superstar volunteer:

- **Be a welcoming face!** Greet each visitor with a smile and warm welcome as they enter our food market!
- **Welcome aboard, first-time shoppers!** Show our shoppers the ins-and-outs, making their first visit a positive and stress-free adventure.

- **Ring, ring! You're our hotline hero!** Answer calls with enthusiasm, providing all the details about Neighborhood House programs and keeping everyone in the loop with any important updates.
- **Guide the generosity!** Offer clear instructions and a warm welcome to community members looking to make a difference by donating food. Your instructions will make their drop-offs smooth and seamless, ensuring they feel appreciated for their generosity.

Join our team and become an integral part of creating an outstanding shopping experience for our visitors. Your enthusiasm and dedication will light up the shopping floor, making each visit a joyful and fulfilling one!

### Qualifications

**Join our team and make a meaningful impact with your unique skills and heartwarming personality! Here are the qualities we value in our volunteers:**

- **Warmth and friendliness** are your superpowers! Your welcoming nature and adaptability create a safe and comfortable environment for everyone.
- **Communication champion!** Whether it's face-to-face or over the phone, your professional yet compassionate approach shines through in every interaction.
- Your **dedication to supporting families in need** is the driving force behind your commitment. Your empathy and understanding towards the challenges they face is invaluable.
- **Computer skills are a plus!** Our supportive staff will equip you with the knowledge to confidently navigate the system.
- **Speak multiple languages? You're a star!** While not mandatory, being bilingual or multilingual, especially in languages spoken in our diverse community such as Russian, Somali, Hmong, Spanish, and West African dialects like Amharic or Oromo, adds an extra sparkle to your role.

Your contribution, no matter the language or skillset, makes a huge difference in the lives of those we support. Come join us in creating a more inclusive and supportive community for everyone!

### Time Commitment

- **Time Commitment:** Weekly
- **Shift Options:** Mondays 8:50a-12:00p, Tuesdays & Wednesdays 8:50a-12:00p or 12:50p-4p
- **Time Away:** Need to be away for a trip, or life commitment? Not to worry! We value the time our volunteers share with us, and our team understands those moments you need to be away. Simply share your time away needs with our team as you know them.

### Training & Support

- On-site training and ongoing support are provided by our Food Support and Volunteer Engagement teams
- Volunteers will be provided pre-service training, including Food Safety and Civil Right training focused on providing a safe and equitable food market experience for all, and orientation to ClientTrack (our case management platform).



## **Organization Overview**

**Neighborhood House** believes that communities and neighborhoods thrive when families have the opportunity to build safe, stable, and rewarding lives. That is why, for over 125 years, Neighborhood House has been working alongside families to ensure that they have access to food and housing for their basic needs and education opportunities to help them achieve their dreams and goals. Today, we serve over 15,000 individuals through our integrated programs located in six St. Paul neighborhoods.

At Neighborhood House our Food Support Program includes two free food markets, fresh produce distribution events, and other food support related services and assistance. We work hard to provide healthy, culturally appropriate and nutritious foods for our community and believe that no one should ever experience food insecurity. We believe that everyone should have access to healthy foods and the knowledge of how to prepare them.

## **Diversity Statement**

So you don't meet every requirement listed in this description? Do you think your experience level is not where it needs to be? Studies show that women and people of color are less likely to apply to roles unless they believe they meet every single qualification. Neighborhood House is focused on building a diverse, inclusive, and equitable team. If you're interested in this role but your experience doesn't line up perfectly with every qualification in the description, we want you to connect with us anyway. The right role for you may be right around the corner.



**Interested in learning more about this volunteer role? Contact either:**

**Shane Springer**

**Director of Volunteer Engagement**

651-789-2524

[sspringer@neighborhoodhousemn.org](mailto:sspringer@neighborhoodhousemn.org)

**Bailey Soma**

**Volunteer Engagement Coordinator**

651-789-2526

[bsoma@neighborhoodhousemn.org](mailto:bsoma@neighborhoodhousemn.org)