



### **Volunteer Position Description**

**Position Title:** Interviewer

**Purpose:** The position of Interviewer collects information about the customer and enters it into the database. They will inform the customer of what they can expect to receive when they shop in the store. The Interviewer will also update the NAPS paperwork if needed.

**Key Responsibilities:**

- Greets customers with a smile and asks them for their identification
- Confirms any existing information in the database about the customer and updates as needed
- Creates new accounts for new customers
- Explains the quantities of goods the customer can expect to receive if they differ from the shopping list
- Provides information about additional resources available to the customer if asked
- Completes NAPS paperwork if necessary

**Responsible to:** Debbie Johnson, Volunteer Coordinator of the Bemidji Community Food Shelf

**Time Commitment:** This is a position that requires training and is best suited towards committed, long term volunteers. The Interviewer can sign up on the calendar for the days they are available. Volunteers are needed Monday, Wednesday and Friday from 9:30am to 12:30pm and 12:00pm to 3:15pm.

**Useful Skills:** Basic knowledge of computers and data entry, pleasant manner, patience, problem-solving ability, dependability

**Support:** Training for this position will be provided. Typically potential volunteers will shadow an experienced interviewer multiple times to observe how to handle different situations. In addition, the Volunteer Coordinator will be available for questions and assistance.

**Dress Code:** Casual

**Activity Level:** The Interviewer has a mostly seated position in one of two offices

**How to Apply/ Contact Information:** To sign up to volunteer as an interviewer, please contact Debbie Johnson at [bcfsvolunteer@gmail.com](mailto:bcfsvolunteer@gmail.com) or 218-444-6580.