



Pantry Intake (Volunteer)

Purpose/Objective: VEAC is looking for a caring individual to perform intake for families seeking supplemental food and clothing services. The volunteer will have a heart for the mission of the VEAC which provides supplemental, nutritious food for low-income households.

Location: VEAC Food Pantry, 217 NE 3rd Ave, Visalia, CA 93291

Key Responsibilities:

Greeting clients

Understanding service requirements for VEAC pantry

Understanding of social services provided by partner social service agencies and ability to clearly relay this information to families in need.

Sensitivity in requesting confidential personal information such as ethnicity, gender, employment, family size, etc.

Enter family data into computerized system.

Track and run monthly service reports.

Assist in cleaning of pantry offices.

Qualifications: Strong customer service skills, semi-skilled in use of computers, compassion, ability to remain calm/focused in emotional situations, bilingual preferred but not required.

Time Commitment: 8-12 hours per week. Days/times to be set by volunteer and manager.

Training and Support Provided: Training in specialized computerized data collection software, social service benefits, customer service, and pantry services. Work is performed under the supervision of the VEAC pantry manager.

Benefits: Computer training, providing support and encouragement to struggling families and individuals.

The Visalia Emergency Aid Food Pantry is open Monday/Tuesday/Thursday/Friday 8am-5pm and the 3rd/4th Saturday of each month from 8:00 am – Noon.