



POSITION DESCRIPTION

POSITION TITLE: Volunteer Ambassador

ORGANIZATION SUMMARY:

The Sheridan Story exists to fight child hunger through community and school partnerships. We achieve this mission by distributing a weekend's supply of food to children at school at the end of every week. This shrinks the food gap from Friday to Monday, when children are unable to participate in free or reduced food programs at school. The Sheridan Story is not a typical "backpack program." We are a methodical effort to equip the community with the tools and resources required to make an effective and significant impact on child hunger.

The Sheridan Story develops and supports successful partnerships between sponsoring community organizations and schools in need. In addition, we manage the operations of the weekend food program such as food sourcing, inventory management, packing events, volunteers, food storage, and food delivery.

This partnership-based model has allowed us to make a broad and sustainable impact in the fight against child hunger.

POSITION SUMMARY:

The Volunteer Ambassador will play a pivotal role in helping to assist The Sheridan Story during volunteer packing events. They will help to oversee and manage large groups of people. Their main focus will be ensuring that packing events run smoothly and that volunteers feel valued during their service time.

The Volunteer Ambassador will represent The Sheridan Story and facilitate any questions that may arise. They will provide top notch customer service with a smile! They will help ensure that volunteers want to continue coming back to The Sheridan Story.

The Volunteer Ambassador will be assigned a station to operate during packing events. It is their responsibility to ensure quality control, proficiency, and productivity throughout the event for their station.

Training will be provided and is required.

KEY RESPONSIBILITIES:

- Provide support to manage large groups of people ranging in size from 15-300 people
- Arrive promptly for their assigned shift
- Greet and welcome volunteers as they enter the building with a friendly and warm attitude
- Ensure timely and professional communication amongst other Volunteer Ambassadors and The Sheridan Story staff
- Able to instruct and oversee the various stations during an event such as our packing lines, box making station, palletizing station, recycling station, and quality control
- Answer any questions a volunteer may have during the event with a smile

- Follow-through with directions that are assigned by The Sheridan Story staff
- Make sure the packing space is cleaned and well-kept after the event
- Be able to locate our First Aid Station
- Remain calm, cool, and collected during busy sessions and unexpected events
- Provide feedback to make The Sheridan Story a stronger organization

QUALIFICATIONS:

- Demonstrated understanding of and agreement to The Sheridan Story's mission - to fight child hunger through community and school partnerships
- Team-player, problem solver, and adaptable in busy working environments
- Strong interpersonal and presentation skills including timeliness, attention to detail, and follow-through
- Organized to lead, delegate, and work with large groups of participants
- Excited by service to one's community
- High-energy during evening hours
- Must be committed to the event schedule and communicate in a timely manner if you are going to be absent
- Must be able to stand, lift, twist, bend and carry 30-40 pounds for up to 2 hours
- Attend required training before serving as a Volunteer Ambassador
- Minimum of 16 years of age or older
- Pass a background check conducted by The Sheridan Story

SUPERVISED BY: Program Management and Volunteer Coordinator and/or other TSS staff as deemed necessary

TIME COMMITMENT REQUIREMENT: 6 hours/month for 11 months, August 2017-June 2018

TIME OF DAY: Typically, 5:30 PM – 8:30 PM; other times as needed

DAYS OF THE WEEK: Wednesday or Thursday; other days as needed

LOCATION: The Sheridan Story, 2723 Patton Rd, Roseville, MN 55113