



## Greeter Volunteer

### Position Description

**Title:** Greeter Volunteer

**Supervisor:** Annie Crepeau – Volunteer Coordinator ([annie@stepslp.org](mailto:annie@stepslp.org))

**Location:** STEP, 6812 W. Lake St., St. Louis Park, MN 55426

**Time Commitment:** 1 shift (3-4 hours) per week

#### Greeter Volunteer Hours:

- Monday shifts: 8 am – 12 pm or 12-4 pm
- Tuesday shifts: 8 am – 12 pm, 12-4 pm or 4-7 pm
- Wednesday shifts: 8 am – 12 pm or 12-4 pm
- Thursday shifts: 8 am – 12 pm or 12-4 pm
- Friday shift: 8 am – 12 pm

#### Purpose

- Welcome clients into the lobby and assist them with food appointments or other resources as needed.

#### Volunteer Activities/Duties

- Create a welcoming environment for STEP clients in the lobby.
- **Food Assistance:**
- Verify St. Louis Park residency for all clients requesting food assistance.
- Offer to schedule in-person shopping or curbside pickup appointments for St. Louis Park residents.
  - Ensure appointments are pre-scheduled (no walk-ins allowed).
  - Clients may schedule food appointments twice a month, with at least 7 days between visits.
  - If scheduling an appointment, record the client's name and phone number in the appointment book.
  - For new clients, indicate "New Client" next to their name.
  - Provide clients with an appointment reminder card including the date and time.
- For non-residents or clients needing immediate food assistance, contact a social worker to prepare an Emergency Pack.
- **Emergency Food Packs:**
- Provide Emergency Packs to anyone needing immediate food assistance.



- Inform clients that Emergency Packs contain 1-2 days of food, including shelf-stable items such as pasta, canned goods, cereal, and optional fresh items (e.g., fruits, vegetables, meat, milk, and bread).
- Direct St. Louis Park residents to schedule a full food appointment when possible.
- If the client resides outside St. Louis Park, offer contact information for their local food shelf.
- **Emergency Rental Assistance (EA):**
- Confirm St. Louis Park residency (3+ months required) for all EA requests.
- Direct eligible clients to leave a message on the EA hotline (Extension 3000) for follow-up by a social worker.
- Inform clients that same-day assistance is not available due to the documentation process.
- For non-residents, provide contact information for their local support resources.
- **Walk-In Assistance:**
- Determine the language spoken by the client and use the iPad for translation services if necessary.
- Food:
  - St. Louis Park residents: Offer a full food appointment.
  - Non-residents: Work with a social worker to provide an Emergency Pack and local food shelf information.
- Clothing:
  - Verify if clients have a Clothes Closet punch card.
  - If yes, direct them to the Clothes Closet or assign a queue number if at capacity.
  - If no, follow the Clothes Closet procedure.
  - Non-residents: Refer them to their local resources.
- Emergency/Rental Assistance:
  - St. Louis Park residents: Provide EA voicemail information.
  - Non-residents: Refer to their local food shelf.
- **Donations:**
- Accept monetary donations at the front desk, placing them in a labeled envelope before securing them in the safe.
- Offer donation receipts upon request (retain the white copy for STEP's records).
- Direct in-kind donations to the rear door for weighing.
- **Special Programs:**
- Inform and assist with seasonal programs such as:
  - School Supply Distribution (July-August registration, late August pickup).
  - Winter Coat Distribution (October availability in the Clothes Closet).
  - November Celebration Gift Cards (distributed with the first November food order).



- Holiday Toy Distribution (November registration, December by appointment).
- **Community Produce and Lobby Free Shelf:**
- Community Produce Packs:
  - Available every Tuesday from 1-3 p.m. via STEP's red alley-facing door.
- Free Shelf:
  - Open during business hours for all visitors.
  - No limits on perishable or expired non-perishable items.
- **Clothes Closet:**
- Open to St. Louis Park residents with a valid punch card during designated hours:
  - Tuesdays: 5-7 p.m.
  - Wednesdays: 1-3 p.m.
  - Thursdays: 9-11 a.m.
- **Qualifications:**
- Strong communication and interpersonal skills.
- Ability to maintain client confidentiality.
- Comfortable working with diverse populations.
- Attention to detail when scheduling and recording information.
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### **Qualifications**

- Commitment to STEP's Mission—To strengthen our community by responding to the basic emergency needs of individuals & families in St. Louis Park.
- Ability to effectively and compassionately communicate with staff, volunteers, and clients.
- Friendly and people oriented.

### **Benefits**

- You will have the opportunity to help maintain a higher quality of life for individuals and families in St. Louis Park.
- You will have the opportunity to help those who use STEP services directly.
- You will have the opportunity to work with others with similar passions and interests.