



Date: September 2019

Role Description

Ministry: Center for Hope – Food Pantry

Role Title: Packing Team Member

Pipeline Level: Team Member

Reports to: Distribution Events Team Leader

Purpose Statement: The packing team greets the guest in a warm and friendly demeanor, packs the guest's groceries and assists them in loading their vehicle.

Responsibilities:

- Attend Boundaries Class and Discipleship class within the first year
- Greet all guests in a warm, friendly and professional demeanor
- Maintain a presence in the lobby area of the Food Pantry at all times.
- Maintain public restrooms and lobby/waiting area with all needed supplies and ensure cleanliness standards are adhered to at all times.
- Provide information pertaining to the ministries and services offered at Hope Church as required.
- Resolve any guest problems and/or concerns by clarifying and, determining the cause of the concern/problem, selecting and explaining the best solution to solve the concern/problem, expediting correction or adjustment, seeking input from others when necessary and following up with the guest to ensure resolution
- Be knowledgeable of the Center for Hope Ministry goals and objectives
- Participate in prayer for the Center for Hope

Time Investment: 5-6 hours per shift

Commitment: 1 year

Prerequisites:

- Complete online application
- Interview with Distribution Events Team Leader
- Attend Cornerstone Orientation class
- Possess strong customer service, verbal and interpersonal skills
- Display a friendly and outgoing attitude and strong work ethic
- Be compassionate and understanding

Competencies:

- Must be able to receive constructive feedback
- Must be able to confront relational challenges in a Biblical manner
- Must be able to stand and/or walk for extended periods of time
- Must be able to bend, stoop, reach and stretch
- Must be able to lift and/or push up to 25 pounds
- Must be able to see, hear, read, write and speak