

Greer Community Ministries

Front Desk Volunteers

WELCOME!

Welcome and thank you for volunteering to work at our Front Desk. You are joining a dedicated group of individuals who are committed to providing food and clothing to neighbors in need in the Greater Greer community.

These programs would not be as effective without the help of faithful volunteers like you. Your warm sweet spirit and your desire to help others is of vital importance in making our clients feel welcome here at GCM.

Your help is essential in accomplishing our mission, and we are excited to have you as part of our team. We want your experience to be pleasant, rewarding and enriching. Please let us know if you have any questions or concerns.

Again, thank you for helping us help others.

“...as ye have done it unto the least of these my brethren...”

Front Desk Volunteers at Greer Community Ministries have an extremely important job. You are the first person people see when they enter our facility. So no matter who enters the door, you are responsible for making them feel welcome. Clients coming in may feel uncomfortable and unsure of what to do. For many people, coming to GCM for help means they have run out of resources. You should be mindful of this as you greet them. You may be the first friendly face they have encountered in a while. And you represent Greer Community Ministries to everyone who walks through our doors. Be respectful, courteous, and helpful to every person who comes into GCM.

The following information is to provide guidelines, procedures and other resources to help you do your job more effectively. However, it is not all-inclusive. Please do not hesitate to ask GCM staff members any questions you may have.

General

- Dress is casual, preferably pants or jeans and appropriate shirt. Please do not wear anything immodest (i.e., too short, too tight, too revealing, etc.). Remember that you are in a role in which you meet a wide variety of people and in which you represent our ministry. Dress to reflect a positive image for yourself and GCM.

- Courteous, professional behavior is essential at all times.

- Morning volunteers spend most of their time greeting, registering, and assisting clients. Afternoon volunteers receive donations, answer phones, and perform clerical tasks.

Schedule

The Food Pantry is open from 9:00 am until noon, Monday through Friday, and the Clothing Closet is open from 9:00 am until 11:30 am.

Receiving Clients

Please ask clients to sign in on arrival, and ask for their picture identification and Social Security card. You will need to check to make sure they live in our service area. The list of communities that we serve is posted at the front desk. If the person or family is not from our area, please ask the Coordinator to help them identify agencies in their service area. For clients that are in our area, you will give their ID to the Coordinator. She will retrieve their record or create a new record on the computer, and she will interview the client.

After the interview, the Coordinator will give you a form that lists the assistance we will provide. If they are getting food only, place the appropriate number of orders on a cart. Offer them bread if any is available. If they are eligible for food and clothing, you can load their food order on a cart and wait for them to select clothing. When they bring the clothing to the front desk, remove the items from hangers, fold and place them in bags. Please count the number of items for each member of the household. If the client has more items than they are supposed to get, please let them choose the item to return to our stock. It is not required that you help clients to their car with their items but feel free to do so if you think it is necessary. Everyone is eligible to take bread when available, even if they are not here for assistance.

Receiving Donations

Donations usually come in through the reception area. Items that we accept include:

- Clothing
- Towels, sheets, blankets, and other linens
- Shoes
- Purses and accessories
- Small, clean stuffed animals
- Non-perishable food items

We do not accept appliances, furniture, toys, knick knacks, dishes, pots, pans, etc.

When a church brings in a donation, have them sign the donation log so we can send a thank you note. Individuals who request a tax receipt for their donation will receive a computer generated receipt. If you do not feel comfortable using the computer, feel free to ask the Coordinator or other GCM staff member for help.

Emergency situations

Safety concerns: if you have any safety concerns at any time, notify the Coordinator or Executive Director immediately. Do not engage with any visitor who behaves in a hostile or disruptive manner. Inform the Coordinator or Executive Director, and they will intervene.

Client emergency: If any client has an accident in our facility, notify the Food Pantry/Clothing Closet Coordinator and Executive Director immediately.

Please be respectful of client confidentiality: do not disclose any client information.

Greer Community Ministries' office is closed when Greenville County Schools are closed due to inclement weather. However, we are open when schools have a delayed opening.

Thank you for volunteering with GCM.

Sincerely,

Maureen Bryan
Food Pantry & Sharon's Closet Coordinator