Volunteer Position Description
Computer Operator

The computer operator is responsible for assisting clients as they sign in before they can select from the food available on the food line. The computer operator assigns letters to clients based on their family size, which is necessary information for the food line assistants as they lead clients through the food selection process.

Operators Do:
- Have authorization to use the computer
- Have familiarity with the Windows operating system, and preferably with Access databases, though this is not required
- Monitor their own comfort level with the number of clients waiting in line
- Have permission to limit the number of people in line at any given time, especially when nearing break times or time for close of business
- Assist in cleanup at the end of the day
- Have availability to spend at least one hour whenever they come in to serve
- Contact a staff member for help in line management
- Keep in mind that Food Connection clients have outside stressors, and any negative attitudes displayed are not directed at the volunteer
- Contact a staff member if a client becomes verbally or physically abusive at any point during service

Operators Do Not:
- Eat or drink while the food line is open
- Talk on, text, or browse the web on their phones while the food line is open
- Utilize the Food Connection computer for personal business
- Attempt to diffuse any confrontational situation that may develop

Operator Dress Code:
- Operators must not wear tank tops. Short sleeve shirts are allowed.
- Operators must wear closed-toe shoes at all times. No flip flops.
- Shorts are permitted. Please wear shorts that are mid-thigh length or longer.
- Since operators are representatives of Food Connection to the public, operators may not wear items of clothing on which are written words or sayings that others may find offensive.
- Operators are encouraged to dress in layers due to temperature variabilities on location.