# Volunteer Position Description

**PROGRAM:** Food Justice Truck

**POSITION TITLE:** On Truck (Customer Service) Volunteer

**REPORTS TO:** Program Manager

## Program Objectives

The Food Justice Truck is a unique social enterprise operating a mobile grocery truck selling fruits and vegetables, whole foods and some non-perishables. The Food Justice Truck, starting with one location at Footscray Primary School on Fridays from 3pm-7pm, will establish a weekly roster of locations where it will sell to the public at market rates and to asylum seekers at a 75% discount.

## Duties

Duties for this role may include:

- Stocktake at ASRC
- Packing/unpacking the truck (including some lifting)
- Setting up on location
- Serving customers (general public and asylum seekers)
- Other ad hoc duties as required (new program, some unforeseen challenges)
- Communicating about the ASRC generally (asylum seekers and general public)

## Experience & Skills - essential

- Very strong people skills including communication and team work
- Basic knowledge of healthy eating
- Experience in retail or desire to work in a retail environment
- Quick thinking and problem solving
- Ability to function well in a new environment

## Experience & Skills - desirable

- Qualifications in nutrition or dietetics (highly desirable)
- Experience in food sector (including environmentally friendly practices)
- Professional customer service experience
- Experience in social enterprise
- Experience in food sales (especially fruit’n’veg)
- Capable of lifting up to 20kg
- Medium rigid truck license
- Food Safety qualifications

## Training & Support

- General volunteer induction training – four hours
- Extensive training and ongoing supervision in Food Justice Truck operations
- Safe Food Handling certificate