Parents’ Club Delivery Job Description
Nancy Franich, Chair 2012-13

There are basically nine jobs that make our Delivery Service function. These jobs have been completed by one person much of the time, but with our Delivery System website, there is no reason why they could not be done by several individuals, even nine different individuals to spread the responsibility and time commitment. Communication between these individuals would be the key to splitting the job. The amount of time each job takes varies with the time of year and the volume of orders in a particular week.

1. Volunteers to deliver our products
   These people receive the monthly schedule via e-mail and volunteer to pick up our products at the bakery and florist between noon and 5pm, Monday through Saturday, during the school year. They receive training in bakery and florist procedures and how to get into the dorms. They receive a parking pass and supplies for our cake, cookie and brownie delivery (bags of plates, forks, napkins and a knife, and logo bags for hanging cookies and brownies on the door).

2. Trainer/Recruiter
   An experienced deliverer takes a new volunteer on a training run that includes instruction in bakery and florist procedures, how to make cards, when to contact students in advance, where the dorms are located, how to get into the dorms, what to do in emergency situations when a student cannot be found. There is a written document with these directions which the volunteer can keep in his or her car as a reminder of our procedures.

3. Mail Order Data Entry Volunteer
   This person needs access to the Delivery System website.
   When an order is received through the mail or at our table at NSO or Parents’ Weekend, this order needs to be hand entered into the Delivery System data base. After entering the order, this volunteer needs to check back the following day to be sure the order has been accepted by our system. The order forms are saved for the year as a back up if our system breaks down and so we have a record of how many were received.

4. Late Order/Phone Resource Volunteer
   This person needs access to PayPal and the Delivery System website.
   This person receives all phone calls from parents and e-mails to the Parents’ Club address that relate to deliveries. If a late order is requested, the Vendor and Volunteer are asked if the order is possible. If so, the parent is instructed in how to place the order and pay the late fee. The volunteer then goes into the Delivery System website and changes the date to the correct date, and sends an e-mail to the Vendor, Deliverer, and Order Placement Volunteer. A follow up phone call is made to the Vendor to verify receipt and follow up e-mails or phone calls to the others to verify that the late order was received.
If a parent calls about an order already placed or one that was not received, the Phone Resource volunteer has access to the Delivery System and can answer the question or contact the volunteer who delivered the item in question.

5. Order Verification Volunteer
   This person needs to have access to PayPal and to our Delivery System website.
   Before Tuesday and Friday, this person checks every order that will be sent that week to be sure the address and order are clear and correct. This person looks for missing room numbers, the use of a dorm name like “Stern” instead of the house where the student actually lives, “Larkin in Stern,” the address of the post office instead of the dorm where their student lives, etc. They look for missing card messages or cake greetings. If they find an error, they e-mail or call the parent who placed the order to get a correction, and then make the correction on the Delivery System website.

6. Order Placement Volunteer
   This person needs to have access to PayPal and to our Delivery System website.
   This person sends our orders to the bakery and florist. This is done on Friday for the following Monday through Wednesday and on Tuesday for Thursday through Saturday.
   First, the IPN numbers for the past 8 days are matched with the IPN numbers on our PayPal account for the same period to verify that all orders have been sent from PayPal to our system. If an order has not been sent, there are steps to resend it or manually add it to our Delivery System Website.
   It is necessary to proofread all the orders before sending to be sure the Order Verification volunteer caught all mistakes, and also necessary to receive an acknowledgment from the vendors that the order was received. Sometimes this person will need to call the bakery or florist to verify that the order was received.

7. Deliverer Notification Volunteer
   This person needs to have access to our Delivery System website.
   This person recruits volunteers for the month via e-mail and enters their names into the Delivery System website. It is important to look at the upcoming dates after the deadline for ordering passes to see if multiple deliverers will be required.
   This person sends the delivery list to the deliverers on Saturday before the week in which they have volunteered. It is necessary to proofread the list before sending to be sure any errors were caught by the Order Verification volunteer.
   This person checks to be sure that all volunteers have acknowledged receipt of their delivery list, and follows up with anyone not responding.

8. Supplies Coordinator
   This person orders biodegradable supplies for our cakes (plates, napkins, forks, knives, cellophane bags) and logo bags for the delivery of cookies and brownies.
   Green Earth Office Supply (408 969-0900) has been our supplier for biodegradable supplies. They will deliver to the home of the coordinator or person hosting the “stuffing party.” Previous invoice is attached.
Suzette Brown has ordered the logo bags and information on reorders can be obtained from her. We also use these bags for our sales items at NSO, Parents’ Weekend and Admit Weekend.

The coordinator monitors when more supplies are needed, organizes a “stuffing party” to make new bags, and distributes supplies to deliverers at meetings, events, or other means.

9. Special Day Coordinator

With the addition of advertising our holiday and finals products, we have 5-8 days each year with 30-130 orders which require multiple deliverers. The Special Day Coordinator organizes the deliveries, putting together delivery lists and assigning teams to make the cards and handle a group of dorms.

It is helpful but not necessary to have access to the Delivery System website to do this job. If the Delivery Notification Volunteer or Order Placement Volunteer keeps the coordinator up to date with the latest version of the list, the job can be done without using the website.