

**FOOD BANK OF THE SOUTHERN TIER
POSITION DESCRIPTION**

POSITION TITLE:	Client Registration Specialist	STATUS:	Non-Exempt
DEPARTMENT:	Health & Nutrition	W/C# / EEO#:	8810 / 5
POSITION LEVEL:	Mid-Level Support	GRADE LEVEL:	225

PRIMARY FUNCTIONS:

The Client Registration Specialist is responsible for administering the Food Bank of the Southern Tier’s Mobile Food Pantry (MFP) registration process. This position works closely with Food Bank staff, regional 2-1-1 helplines, and other community partners to ensure accurate and user-friendly client registration platforms.

SPECIFIC DUTIES:

MFP Registration-Outreach & Communication

1. Works with the Community Impact Department to ensure Mobile Food Pantry and partner agency information is current and accurate.
2. Handle communication outreach to clients informing them of upcoming Mobile Food Pantries, including how to register (i.e., text/call messages, MFP registration form) and how to access other food sources. Also responsible for updating registration forms for each unique MFP. Errors or misinformation in communication can cause a considerable impact on the integrity of the organization.
3. Maintain and update client contact lists in the text/call platform.
4. Oversee communication with clients during and after registration via text/call platform and registration email address. Handles client referrals to other food programs as needed.

MFP Registration- Mechanics

5. Oversee the registration process for each MFP. Send specific details for each Mobile Food Pantry registration to 2-1-1 helplines (i.e., registration timeline, maximum registration number, any special instructions).
6. Train 2-1-1 and other volunteers how to input client registration information into PantryTrak and provide them with the correct messaging for each MFP.
7. Manage online and phone registrations as needed in tandem with 2-1-1 helplines. Input online registrations into PantryTrak. Monitor online registration form and PantryTrak to ensure that registrations do not exceed the capacity for each MFP.
8. Manage phone registration software, including all recorded messages and when and what messages should be played.
9. Set-up and manage client intake volunteers in the phone registration software.
10. Coordinate deliveries to clients from MFPs as needed. Organize delivery information and send it to the correct personnel. Contact clients to confirm that deliveries will be made.
11. Review PantryTrak data for incomplete or inaccurate data.
12. Send registration roster to MFP Team Leader/ MFP site coordinator.
13. Mark households that attended MFPs as served and remove no-shows.
14. Identify duplicate households in PantryTrak for merging.
15. Assist Service Insights Manager and Community Impact Manager with PantryTrak data reporting.

MFP Registration- Continuous Improvement

16. Update registration standard operating procedures (SOPs) as needed.
17. Communicate regularly with 2-1-1 helplines to review the process and identify places for improvement.
18. Work with the FBST team to conduct assessments of MFP participants. Explore and develop ways to better connect resources with high-need communities and marginalized groups.

General

19. Other duties as assigned.

TITLE OF DIRECT SUPERVISOR: Service Insights Manager

STANDARD WORK SCHEDULE: 8:00 am to 4:00 pm Monday thru Friday

WORKSITE: 388 Upper Oakwood Ave., Elmira, NY 14903

WORK FROM HOME: Eligible with supervisor approval

**FOOD BANK OF THE SOUTHERN TIER
POSITION DESCRIPTION**

- QUALIFICATIONS:**
- Associate Degree preferred with a minimum of 1-year experience working with individuals from a diverse socio-economic background or a satisfactory combination of education, training, and experience.
 - Proficiency in Microsoft Office required with advanced experience in Excel strongly preferred
 - Strong organizational and interpersonal skills
 - Excellent verbal and written communication skills

ADDITIONAL REQUIREMENTS:

- Integrity and Trust
- Ability to multi-task
- Takes initiative to identify and propose remedies to problems
- Attention to detail with a focus on error-free work
- Ability to analyze and interpret data and to handle problem resolution
- Able to maintain absolute confidentiality regarding written and verbal information
- Demonstrate ethical business practices in conformance with all state and federal laws and regulations.
- Willingness to foster agency, department, and program-wide cooperation and teamwork through the use of positive/constructive communication techniques
- Commitment to serving vulnerable populations and ending hunger in the Southern Tier
- Possession of a valid Drivers' license and a driver's record considered acceptable by agency and insurance carrier.
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance
- Adheres to all applicable federal and state laws and regulations, including but not limited to those governing confidentiality, privacy, program, billing, and documentation standards. All duties must be performed in accordance with CCDR's corporate compliance and ethics program.

Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle
- Stand, sit, walk, bend, stoop, kneel, and reach
- Climb up or down stairs
- Able to reach above or below shoulders
- Occasionally lift or move objects weighing up to 10 lbs.
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions
- Be able to read, write, and interpret written documents

Acceptance of the Food Bank of the Southern Tier's

- Mission: Working together to build and sustain hunger-free communities throughout the Southern Tier
- Vision: The Food Bank of the Southern Tier is committed to creating a future without hunger, where access to healthy food by all is recognized as fundamental to the well-being and success of individuals and the foundation of a strong, vibrant society
- Organizational Values: Have Integrity, Be Brave, Share Your Strength, Respect Relationships and Honor the Mission

EMPLOYER'S DISCLAIMER:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor
- This document does not create an employment contract, implied or otherwise, other than an "at will" relationship

EMPLOYEE CONFIRMATION:

I have received and read a copy of this job description.

Signature

Date

Print Name