

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

POSITION TITLE:	Service Insights Coordinator	STATUS:	Non-Exempt
DEPARTMENT:	Health & Nutrition	W/C# / EEO#:	8810 / 9
POSITION LEVEL:	Mid-Level Support	GRADE LEVEL:	245

PRIMARY FUNCTIONS:

The Service Insights Coordinator is responsible for providing support for the Food Bank’s FreshTrak initiatives. FreshTrak is an electronic client intake and data collection platform in use at food pantries and MFPs. The Food Bank uses FreshTrak to give insights on gaps in serving the hungry and responding more effectively in meeting community needs. This position coordinates the Food Bank’s FreshTrak technical assistance efforts, including trainings for new and existing agency users, conducting agency visits, developing written communications, and implementing incentive and award programs. Additionally, the Service Insights Coordinator assists with Mobile Food Pantry phone registrations. The position entails travel throughout the Food Bank’s six-county service area, with 60% of the position’s time working outside the Food Bank and 40% working on-site at the Food Bank.

SPECIFIC DUTIES:

A. FreshTrak

1. Helps assess agency readiness and reception to FreshTrak. Implements an incentive program to on-board new agencies. Assists the Service Insights Manager in communication, review and delivery of FBST awards to agencies for computer, wi-fi and internet services.
2. Assists the Service Insights Manager with trainings for new FreshTrak users and supports agencies with implementation, including visits to sites after FreshTrak launch. Keeps track of support provided.
3. Provides day-to-day technical assistance to existing Service Insights/FreshTrak agency users. Helps agency users implement new aspects of Fresh Trak, including key tags, managing the TEFAP attestation, and incorporating additional data elements. Maintains agency profiles in FreshTrak to ensure there is the most current information. Informs the Service Insights Manager about instances where more extensive training/re-training is needed.
4. Collaborates with the Service Insights Manager to develop and distribute regular communications to prospective and existing agency users to highlight important features and support and equip users with resources. Participates in Feeding America Service Insights Learning Cluster as needed.
5. Maintains frequent communication with Programs and Partnerships Coordinators (PPCs) about FreshTrak agency developments. Works with PPCs to see where they can provide technical assistance to agencies via trainings, county agency meetings, and biennial site visits.
6. Facilitates agency peer support and sharing, including matching new agencies with more experienced mentor agencies.
7. Enters FreshTrak data as needed to assist sites.
8. Enters monthly statistics into Primarius for a) partner agencies on FreshTrak, b) senior MFPs, and 3) regular MFPs. Follows up with sites and Service Insights Manager about questionable statistics.
9. Keeps track of monthly reservations and service statistics for senior mobile food pantry sites. Assists these sites as needed so that statistics are entered in a timely manner.

B. MFP Registration

10. Takes MFP phone call registrations, as needed.
11. Assists with online MFP registration data entry, as needed.

C. General

12. 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

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- QUALIFICATIONS:**
- Associate Degree preferred with a minimum of 1-year experience instructing adults, especially in using computers and technology, or a 3 years combination of education and experience.
 - Proficiency in using computer and information technology (Experience in Excel/databases, using tablets, laptops, and using Wi-Fi preferred.)
 - Excellent verbal and written communication skills. Ability to communicate via live or virtual presentations/trainings.
 - Possession of welcoming and patient personality and effective interpersonal skills.
 - Strong organizational and project management skills
 - Ability to work independently and take initiative

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, use graphs and charts, calculate percentages and proportions and use spreadsheet formulas
- Capacity to resolve problems
- 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 20 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

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EMPLOYEE CONFIRMATION:

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

Signature

Date

Print Name