

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

POSITION TITLE:	Service Insights Coordinator	STATUS:	Non-Exempt
DEPARTMENT:	Health & Nutrition	W/C# / EEO#:	8810 / 2
POSITION LEVEL:	Coordinator	GRADE LEVEL:	310

PRIMARY FUNCTIONS:

This person will be responsible for the management, implementation, and maintenance of electronic client intake and data collection (called PantryTrak) in use at food pantries and Mobile Food Pantries (MFPs). This position involves 1) managing the overall project plan, budget, communications and computer system; 2) coordinating trainings and providing technical assistance during roll-out; 3) ensuring long-term data integrity and system compliance; and 4) creating reports for Food Bank use. PantryTrak will give insights on where there are gaps in serving the hungry. As a result, the Food Bank can respond more effectively to meet community needs. This position works very closely with other Food Bank departments and entails extensive travel throughout the Food Bank's six-county service area. About 75% of the person's time will be spent traveling and working outside the Food Bank.

SPECIFIC DUTIES:

Project Management

1. Manage plan for training, rollout and on-going support to food pantries and MFPs
2. Maintain an up-to-date system to track trainings and rollout
3. Create and maintain agency user accounts in PantryTrak
4. Develop and update instruction manuals and other materials
5. Work with the Director of Health & Nutrition to develop and monitor yearly project budget
6. Organize and lead project meetings with staff from Health & Nutrition, Community Impact, Warehouse, and other departments. Keep staff informed of progress and changes
7. Work with Director of Health & Nutrition to provide updates and reports to partners, staff, the board of directors and other stakeholders
8. Communicate with PantryTrak vendor and manage any system modifications and enhancements
9. With assistance from MFP Drivers and other staff, ensure all program equipment is in good working order. Collaborate with Business Services to review, recommend and implement equipment upgrades as needed

Implementation

10. Communicate the benefits of PantryTrak to food pantries to encourage participation
11. Organize and conduct PantryTrak trainings to sites. Consult and coordinate schedule with VISTA PantryTrak Assistant and other staff.
12. Organize and conduct PantryTrak roll-out (launch and follow-up visits)
13. Provide on-site and off-site technical assistance throughout the implementation

Maintenance

14. Work with Partnerships & Programs Coordinators (PPCs) to assure accurate data. Monitor data and proactively visit partner agencies to check for agency compliance with data hygiene best practices. Make data corrections as needed.
15. Provide technical assistance and reinforce data collection best practices to partner agencies
16. Train and onboard workers at existing and new sites in consultation with PPCs
17. Train new Food Bank staff as needed
18. Generate and present data reports and maps for Food Bank and partner agency use
19. Provide regular communication of project progress and updates to staff
20. Other duties as assigned

TITLE OF DIRECT SUPERVISOR: Director of Health & Nutrition

STANDARD WORK SCHEDULE: 8:00am to 4:00pm Monday thru Friday but will vary to accommodate trainings and pantry hours of operation

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

WORK FROM HOME: Eligible with advance approval from supervisor

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QUALIFICATIONS:

EDUCATION: Associate’s degree required. Bachelor’s degree in human services, communications, adult education or similar field preferred

EXPERIENCE:

- 2-3 years’ experience in Human/Social Services, Business, IT, or Communications preferred
- Previous non-profit or agency experience, customer service experience, project management experience and/or experience training and leading volunteers also preferred
- Proficiency in Microsoft Office Suite required and advanced experience in Excel, GIS, and Tableau is strongly preferred

ADDITIONAL REQUIREMENTS:

- Integrity and Trust
- Ability to multi-task and prioritize duties
- Strong organizational, critical thinking and interpersonal skills
- Attention to detail with a focus on error-free work
- Excellent written and verbal communication, public speaking and experience teaching adults and seniors
- Confidence in taking initiative to identify and propose remedies to problems
- Ability to analyze and interpret data and to handle problem resolution
- Ability to travel throughout the six counties of the Food Bank’s service area, and outside the area if needed
- Able to maintain absolute confidentiality regarding written and verbal information
- 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.
- Continuous use of a reliable, registered and insured vehicle
- 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.
- Occasional exposure to noise, dust, fumes, dirt, heat and/or cold at Mobile Food Pantry distributions
- 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