



POSITION: Client Registration Coordinator
REPORTS TO: Director of Community Partnerships
LOCATION: Sarasota, FL
STATUS: Full time; Non-Exempt

Together with our partners, we provide healthy solutions to end hunger in our community.

Join one of the largest and most respected nonprofit organization in Southwest Florida; selected the 2021 Nonprofit of the Year by the Sarasota Chamber of Commerce and acknowledged nationally as an industry thought leader.

All Faiths Food Bank is the only food bank and largest hunger relief organization in Sarasota and DeSoto counties, providing millions of meals each year through programs and partnerships with nearly 200 agencies throughout the community. All Faiths works not only to fight hunger today but also strives to end hunger - forever - by helping families and individuals gain long-term food security, enjoy better health outcomes, and achieve self-sufficiency.

GENERAL FUNCTION

The **Client Registration Coordinator** leads on-the-ground efforts for client data collection of services provided by All Faiths Food Bank. This position is responsible for client data collection across AFFB's distribution network, providing training and ongoing technical support to volunteers and staff engaged in on-site data collection, and entering client data into database as needed.

The ideal candidate will display passion and optimism for the work, will inspire others, and exemplify AFFB core values; will also understand the value of evaluation.

MAJOR DUTIES AND RESPONSIBILITIES

Client Registration Management

- Oversee management and expansion of the client information intake system.
 - Act as a liaison to data system support to address and resolve any data entry, reporting or system issues.
 - Create and update agency and program user accounts within the system.

- Manage registration volunteers in volunteer management system, ensuring sufficient coverage at sites and participate in the client registration process at distribution sites, as needed.
- Manage the online client registration request process and conduct phone registrations.
- Oversee client data collection and manage registration logistics at All Faiths Food Bank food distribution sites; onboard additional AFFB Food Distribution sites as requested
 - Ensure data collection sites have all necessary equipment needed to collect, input and track data.

Training and Technical Support

- Train, onboard, monitor and provide on-going support to staff, volunteers, and partner agencies on data intake and reporting.
- Monitor data for agency compliance following best practices and address issues with agencies as they arise.
- Develop and update client intake training curricula and materials in a variety of formats including online/webinars, videos, and in person training scripts and curriculum for volunteers, agencies, and staff.
- Maintain data; troubleshoot data inconsistencies and technology issues.

Data Collection and Evaluation

- Provide support for data-related projects that are a priority for the organization, including evaluation and analysis, grant applications, and grant deliverables.
- Complete quarterly and annual program evaluation, identify trends, provide recommendations, and develop data reports for department and program leads.
- Other duties as assigned.

Knowledge, Skills, and Abilities

- Understanding of technology and ability to trouble-shoot different systems and technologies.
- Ability to work and communicate effectively and efficiently with community members from a variety of cultural background and socioeconomic levels.
- Impeccable attention to detail and accuracy while operating in a fast-paced environment; able to multi-task or change tasks rapidly.
- Ability to engage, lead, and communicate with team members effectively and efficiently.
- Strong processing and time management skills.
- Must be able to analyze and synthesize information.
- Must work independently, creatively, and be self-motivated.
- Ability to identify and resolve problems in a timely manner, develop alternative solutions, and use reason even when dealing with difficult situations.

- Must be able to convey information, guidance, and work directions, instilling a sense of mission, service, cooperation, and collaboration with co-workers and volunteers.
- Ability to accommodate a flexible schedule, including some evenings and occasional weekends
- This position requires at least 50% time spent in field at distribution sites or driving of company or personal vehicle, as needed

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree in Social Studies or related field.
- At least 3 years' experience with community work, non-profits, health care, or related field in Sarasota or Desoto County, preferred.
- Experience with data collection, interviewing, or data analysis preferred.
- Valid driver's license, reliable vehicle, and car insurance. Willingness to travel up to 60 miles one way to food distribution sites as needed.
- Bilingual required: Spanish (preferred), Portuguese, Creole, and/or Ukrainian.

BENEFITS AND WORK/LIFE BALANCE HIGHLIGHTS:

- Health insurance
- Dental insurance
- Vision insurance
- Life insurance
- Short – and long-term disability insurance
- Paid time off
- Flexible schedule
- 401(k) plan
- 401(k) matching
- Tuition reimbursement
- Wellness reimbursement
- Professional development assistance
- Employee assistance program
- Early office closure on Fridays!

As a local resident, you will enjoy a high quality of life, low taxes, world-class beaches, outdoor activities, and resorts and an area rich in arts, culture, and professional sports teams.

All Faiths Food Bank is an Equal Opportunity Employer and fully committed to attracting and retaining diverse talent to better reflect the wide variety of experiences and views of the many different stakeholders with whom we are connected. We will invest in actively recruiting, engaging and fostering a diverse workforce and providing a work environment that promotes equity and inclusion.

We commit to providing policies, systems, and a culture where our staff and those we serve will be afforded equitable access and opportunities to reach their full potential and feel valued, respected, and supported. Management retains the right to add or change the duties of this position at any time.

**For the safety of our employees and the people we serve, proof of COVID-19 vaccination is required.

**All staff and volunteers are required to comply with COVID protocols in place at any given time.

To learn more about All Faiths, please go to our website: <https://allfaithsfoodbank.org>