



South Euclid
UNITED CHURCH OF CHRIST

VOLUNTEER REGISTRAR - POSITION DESCRIPTION

SEUCC BIN FOOD PANTRY

General Description:

The BIN, SEUCC's Food Pantry ministry, is searching for additional volunteers to join the ministry specifically to register clients who receive groceries from the BIN. The groceries are obtained from the Greater Cleveland Food Bank (GCFB) who requires that all recipients from any related food pantry are to be registered every visit in the GCFB client data base referred to as PantryTrak.

Clients are required to provide photo identification (i.e., driver's license) at each visit to a GCFB affiliated food pantry, and proof of residency at initial visits or upon changes in residence. Additional general questions are asked of each client regarding income eligibility, the number of people in their household, and preferred contact information, which is used to confirm their data in PantryTrak.

Initial training for registrars is provided online by GCFB. Upon completion of online training, new registrars will be partnered with an experienced SEUCC registrar for 1-2 months, ideally. Following a period of hands-on training, new registrars will be expected to register clients with minimal assistance at future distribution events.

Currently, BIN distributions are held on the 2nd Saturday of each month. BIN registration set-up begins at 7:30am and registration ends at noon. Currently the BIN serves approximately 225 households at each distribution event, which is more than double the number of households served prior to the COVID-19 pandemic.

Personal protection equipment is provided (face masks, gloves, face shields, hand sanitizer, safety vests), or registrars may provide their own.

Position Qualifications and Expectations:

- Ability to maintain confidentiality is of utmost importance
- Strong administrative skills.
- Preferred experience entering and/or editing information into data bases.
- High level of patience and very good communication skills to interact with BIN clients.
- As a result of COVID-19, BIN distribution activities are conducted outside in the SEUCC parking lot. Registrars will need to be able to stand and walk to various waiting vehicles (vehicle drivers generally drive to the registration point). Expect to recruit enough volunteer registrars to enable

rotations outside so that any one registrar would not be required to remain outside for the entire 4-1/2 hour registration period.

- Ability to learn the process for auditing and reconciling data to ensure client registration steps are completed. Also, have the ability to gather appropriate registration information totals for submission to a supplemental data base for monthly reporting required by GCFB.

Interested prospective volunteer registrars should email Ruby Mack: rjmack428@yahoo.com