



FOOD for LANE COUNTY JOB DESCRIPTION

POSITION TITLE: Registration Specialist

HOURS PER WEEK: 14-16 per week, Mondays through Thursdays from 11:30 a.m. – 3:30 p.m., plus required staff and team meetings. Team meetings are the 2nd and 4th Wednesday of the month from 9:30-10:30 a.m. Other meetings include Service Point Administrator meetings and FFLC All-Staff meetings.

CLASSIFICATION: Non-Exempt

HOURLY WAGE: \$15.00 / Hour

REPORTS TO: Family Dinner Program Manager

SUMMARY OF POSITION: This position manages the registration process at the Dining Room using a web-based program, ServicePoint. The Dining Room is a fast-paced restaurant-style meal site in downtown Eugene serving people who are experiencing homeless or have low or no income. This position coordinates the intake process, ensures data entry accuracy, and is responsible for all required data entry standards and reports. The position is a friendly, warm, welcoming presence that helps diners feel comfortable upon entry into the program.

PRIMARY TASKS & RESPONSIBILITIES

Registration Data

- Greet and assist guests in completing initial registration intake, either verbally or with a written form; approximately 4,000 individual dinner guests are entered per year
- Work with Dining Room staff to ensure a smooth and efficient registration process
- Check each registration to ensure all information is completed accurately
- Check in dinner guests for their meals (from 200 to 250 per day) in a friendly, respectful and efficient fashion
- Coordinate a team of volunteers to help with registration
 - Coordinate training sessions with Lane County, check data quality, and offer on-site training as needed

Reporting

- Runs daily total of meals served
- Monthly reports to determine total meals served and client demographics
- Run monthly reports to determine data quality, and make changes to registrations as needed
- Submits required reports to FFLC's Agency Relations Coordinator
- Retrieves data from ServicePoint by request

Agency Administrator

Serves as the data manager for ServicePoint, which includes the following duties:



- Runs and interprets data completeness and data quality reports
- Maintains client confidentiality compliance within ServicePoint and among all ServicePoint users
- Maintains agency compliance with HUDs data standards
- Keeper of the executed Client Informed Consent Forms (if required)
- Responsible for ServicePoint User notices to be posted in all public areas and any area where clients are served
- Maintains adherence to workstation security policies
- Data entry quality control
- Support volunteers assisting with registration

OTHER TASKS & RESPONSIBILITIES

- Follow FFLC policies and procedures, and policies of other organizations with which FFLC has contractual obligations
- Remain professional and positive, welcoming all guests
- Work as a team, keeping on-going communication with Dining Area Coordinator and Hospitality/Safety staff
- Check email and respond to communication daily
- Help to maintain a calm and safe environment on the parking lot
- Represent FOOD for Lane County to the public with knowledge and respect.
- Attend bi-monthly all-staff meetings, twice-monthly Dining Room staff meetings and ServicePoint Administrator Meetings.
- Ability to maintain and model consistent and reliable attendance (minimum expectation: not more than one unexcused/unplanned absence for every 20 days of scheduled work.)

SKILLS & QUALIFICATIONS:

- Ability to keep a high energy, positive, non-judgmental attitude at all times
- Ability to multi-task and perform in an environment with frequent interruptions
- Excellent computer skills, especially with online databases
- Excellent tracking and record-keeping skills
- Detail-oriented and organized; able to manage time wisely to meet deadlines
- Excellent customer service skills
- Ability to be outside for three hours at a time in all weather (may include days of 15 degrees in winter to 100+ in summer)
- Ability to lift 40 pounds



- Ability to stand for three hours at a time
- Ability to type consistently for three hours
- Understand the diversity of our diners and volunteers
- Sensitivity to and ability to maintain confidential information
- Bilingual English/Spanish preferred
- All offers for employment are contingent on a satisfactory background check

FFLC is an Equal Opportunity Employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, age, national origin, marital status, veteran, or disability status.