



Bilingual Registration Specialist

Loaves & Fishes Food Pantry, a Charlottesville non-profit organization providing free groceries for people in Charlottesville and surrounding counties, is hiring part-time bilingual Intake Workers to register pantry visitors.

Intake workers go car-to-car in Loaves & Fishes' parking lot collecting each visitor's name, birthdate, address, telephone number(s) and/or email address, and monthly income, which determines their eligibility to receive the USDA food Loaves & Fishes gives out, plus the names, birthdates, and income of all their household members. Registration specialists record this information into an online database on laptop computers.

Qualifications:

- Must have advanced speaking/comprehension of English and at least one of the other languages spoken by pantry visitors: Spanish, Dari, Pashto, Arabic, Nepali, Swahili
- Must be able to manage pantry visitor interactions diplomatically
- Must be able to communicate clearly with visitors while walking to each car in the parking lot and performing basic data entry into Link2Feed on a lightweight laptop.
- Must be comfortable using a laptop and willing to be trained on our online Link2Feed registration database and receive a brief training in USDA food rules and regulations
- Must be able to be on your feet, outdoors, for the duration of a 3-to-4-hour shift. Registration Specialists must be prepared to work outside in all weather conditions (heat, sun, cold, etc.). However, if weather makes working on a computer outdoors dangerous, distribution staff will determine an alternate registration plan to ensure your safety as well as the safety of our clients.
- Shifts are 3-4 hours long, on Tuesday afternoons from 3:30-7:00 pm, Wednesday afternoons from 1:00-4:00 pm, Thursday evenings from 5:30-8:30 pm, and Saturdays from 9:00 am – 12:00 pm
- Must be at least 18 years old and authorized to work in the U.S.

Job Duties:

- Upon arrival, check that all supplies needed for the shift are ready, including intake forms, pens, highlighters, etc. and that the laptops are charged, powered on, connected to Wi-Fi and Link2Feed, and securely strapped to the laptop harness desks.
- Check in with warehouse staff to review and familiarize yourself with the food and specialty items available for that distribution.
- Put on reflective vest, name badge, and laptop carrier; log onto laptop and into Link2Feed.
- Greet visitors with a pleasant attitude and introduce yourself. Be as discreet as possible when asking for their personal, confidential information. Do not discuss a visitor's information with anyone.
- Collect or review visitor's information in Link2Feed, fill out an intake menu for each household with household size and any special food or other item requests, place form under windshield wiper for parking lot volunteers, and proceed to next car in line.
- Report to staff any visitors who have a complaint or whose behavior and actions seem to be affecting other visitors and volunteers.

Hours: 3 to 10 hours each week, in 1-3 shifts, depending on applicant's availability: Tuesdays 3:30-7:00 pm, Thursdays 5:30-8:30 pm, and/or Saturdays 9:00 am – 12:00 pm. Possibility of working Wednesdays 1:00-4:00 pm as needed.

Wage: \$17/hour

Email Jane Colony Mills at executivedirector@cvilleloaves.org to request an application.

Loaves & Fishes is an Equal Opportunity Employer and does not unlawfully discriminate against employees or applicants for employment based on an individual's race, color, national origin, disability, age, religion, gender, sexual orientation, marital status, or veteran status, or any other status protected by applicable law. Whenever possible, the company makes reasonable accommodation for qualified individuals with disabilities to the extent required by law.