



## ***Casa de Peregrinos Position Description: Central Pantry Program Coordinator***

<b>Job Title:</b>	Central Pantry Program Coordinator
<b>Location:</b>	CdP Central Pantry, 999 W. Amador
<b>FLSA Status:</b>	Non-Exempt
<b>Rate of Pay:</b>	<b>\$16 to \$17/hr. depending on qualifications</b>
<b>Hours per week:</b>	32-40

Casa de Peregrinos (CdP), an emergency food program, provides free supplemental groceries to individuals and families at risk of hunger in Las Cruces and Doña Ana County, serving as a safety link for those unable to purchase nutritious food due to an emergency or unforeseen personal crisis. It is the largest and most comprehensive food pantry in southern New Mexico, providing over 63,000 distributions of groceries every year to low-income families. It has grown from distributing approximately one million pounds of food per year in 2012 to over 5 million pounds in FY 2024.

### **Position Summary:**

The Central Pantry Program Coordinator is a full-time hourly position reporting to the Deputy Director for Operations. He/she oversees the day-to-day implementation of the programs operating out of the Central Warehouse, including Food Security, Drive-Up Services, Homeless Program, Children's Relief Program, Home Delivered Food Boxes, Agency Support, Nutrition Education, Hope for the Holidays, and other client services initiatives as may be implemented. This position calls for a team player with strong organizational and communication skills, a high level of personal initiative and creativity, a high level of respect for those who donate their time, empathy and respect for those coming to the agency for services, and a deep commitment to the mission and goals of Casa de Peregrinos. It is responsible for establishing an environment that welcomes clients regardless of their personal circumstances. Its overall mandate is to coordinate the distribution of food to clients who come to the pantry for services.

### **Position Responsibilities:**

Client intake and registration: Accurate, fair, and consistent administration of client intake and registration is the most important function of this position. The Central Pantry Program Coordinator coordinates the intake and registration for all programs operating out of the Central Pantry. He/she will:

- In collaboration with agency management, develop, and update as appropriate, a written protocol for conducting client intake. This protocol will address each step in the intake process.
- Work with the Volunteer Coordinator to recruit sufficient volunteers to cover distribution shifts and provide training to volunteers on agency policies, how to use SoxBox, and signing clients up for a distribution based on the agency policy and written protocol.
- Coordinate coverage for intake at the lobby and drive-through services to assure smooth delivery

- Be present during distribution shifts. Be available to staff and intake volunteers to respond to questions about agency policies and procedures relating to food distribution, providing troubleshooting as needed
- Provide updated information to clients and intake workers about upcoming events and schedule changes, using signage, social media announcements or other methods as appropriate.
- Manage the text message system that reminds drive-through clients of their appointment.

Monitoring and reporting: The Central Pantry Program Coordinator is responsible for the data management of CdP's client services program. All client registration and tracking utilizes the SoxBox tracking system. The Central Pantry Program Coordinator is responsible for managing the data base to:

- Assure all client information is registered/updated on SoxBox at every visit.
- Assure accurate reporting and retrieval of client service information.
- Provide required reports to management, the Board of Directors and fundraising/development staff to ensure that client data and statistics are available for grants and other materials
- Manage the client database, reviewing it periodically to remove duplicate entries, and update it for ease of use

Coordination of special/seasonal programs: CdP provides seasonal programs, and programs that are available to different segments of the food insecure population through its Central Pantry, such as additional distributions for families with children, tailored distributions for unhoused clients, the Thanksgiving program, Senior Tuesday, and Home Delivered Food Boxes. The Central Pantry Program Coordinator is responsible for the coordination of these and will train intake workers to familiarize themselves with these programs and their requirements, and help clients take advantage of them.

Coordination with warehouse staff and volunteers: The Central Pantry Program Coordinator works closely with warehouse staff and volunteers to help assure smooth running operations and helps adjust resources as necessary.

Coordination with outside agencies providing information to clients: Maintain the schedule for agencies that have reserved room to provide information to clients and coordinate the signage or announcements for their appointment.

### **Skills /Qualifications**

- High level of respect for those who donate their time
- Empathy and respect for those coming to the agency for services
- Deep commitment to the mission of Casa de Peregrinos
- Excellent organizational, time-management, and communication skills
- Ability to perform as an effective team member and work independently
- Strong computer skills (word processing, spreadsheet, data base, e-mail and internet experience)
- Valid Driver's License and a clean record
- Ability to lift and move heavy objects and equipment weighing up to 25 pounds manually or with the aid of lifting devices

**Position requirements:** High school diploma or equivalent job experience.

10/22/24

**Note:** This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Casa de Peregrinos provides equality of opportunity for all persons with respect to hiring without discrimination on the grounds of race, color, religion, national origin, sex, pregnancy, age, disability, veteran status, sexual orientation or gender identity. All employment will be decided on the basis of qualifications, merit and business need. If you need assistance or an accommodation due to a disability, you may contact us for support at: [lo.alba.jr@gmail.com](mailto:lo.alba.jr@gmail.com)

At Casa de Peregrinos, we celebrate our diversity. Casa de Peregrinos is proud to be an equal opportunity workplace.