

## Volunteer Position Description Volunteer PantryTrak Specialist



Greater Cleveland  
Food Bank

**Purpose:** The Volunteer PantryTrak Specialist will assist Greater Cleveland Food Bank partner programs with client data entry at scheduled food distribution events. Volunteers will use the PantryTrak software to assist clients with creating profiles and signing in as they arrive at the distribution.

### Key Responsibilities:

- Driving to GCFB partner programs on the day of their scheduled distributions
- If needed, transport PantryTrak materials (table, chair, computer, mobile internet hotspot) to the event and arrive promptly
- Report to the site leader at the start of the shift
- Assist with PantryTrak intake for the duration of the distribution
- Maintain confidentiality of personal information shared by clients
- Return PantryTrak materials to the Food Bank as needed

### Qualifications:

- Basic computer knowledge and typing ability
- Strong communication skills
- Strong customer service skills

**Time Commitment:** Once trained, volunteers will be added to an email list and contacted as partner programs inform the Food Bank of their volunteer needs. Volunteers will be able to sign up for dates, times, and locations that work best for them.

**Support:** The Food Bank will provide PantryTrak training to volunteers, and assist with the coordination between the worksites and the volunteers.

**Dress Code:** Casual dress with closed-toe shoes.

**Responsible To:** Staci Hall, Agency Technology Specialist

To learn more or to express interest in the role, please contact Matt Jackson via email ([mjackson@clevelandfoodbank.org](mailto:mjackson@clevelandfoodbank.org)) or phone (216-738-2069) at your convenience.

**The Greater Cleveland Food Bank works to ensure that everyone in our communities has the nutritious food that they need every day.**