

Community Food Market Registration Coordinator

Job Title: Community Food Market Registration Coordinator

Department/Program: Community Food Market / Food Programs

Reports To: Front Desk Manager

FLSA Status: Non-Exempt

Schedule: Full-time, 32 hours/week, Monday–Thursday, on-site

Compensation: \$24–\$25/hour

Location: Upper Valley Haven, White River Junction, Vermont

About Upper Valley Haven

Upper Valley Haven is a community-centered nonprofit dedicated to helping people move out of homelessness and hunger and toward self-sufficiency. Through shelter, food access, education, and supportive services, the Haven partners with individuals and families to build stability and opportunity. Our work is grounded in dignity, equity, and respect, and our staff are central to advancing that mission.

Position Summary

The Community Food Market Registration Coordinator owns the Community Food Market customer registration and check-in experience. This role is responsible for ensuring that the first point of contact for Market customers is welcoming, respectful, accessible, well-organized, and grounded in dignity.

The Registration Coordinator manages all aspects of the customer registration process, including collecting and maintaining accurate customer information, supporting data quality, and ensuring that registration practices meet program, reporting, and operational needs. Just as importantly, this role considers how registration feels from the customer's perspective: what information is requested, why it is needed, how questions are asked, and how customers are supported through the process.

As a key member of the Front End team, the Registration Coordinator helps new and returning customers feel comfortable accessing food resources and other Haven services. This includes supporting customers who speak languages other than English, maintaining a welcoming and informative waiting area, and ensuring that helpful resource materials are available to customers while they wait.

The role requires a balance of warmth, professionalism, attention to detail, sound judgment, and strong boundaries. Many people accessing Haven services may be experiencing stress, uncertainty, or vulnerability. The Registration Coordinator helps

create an environment where customers, volunteers, and staff experience the Haven as organized, respectful, accessible, and compassionate.

Essential Responsibilities

1. Customer Registration & Check-In Experience

- Own and manage the Community Food Market customer registration and check-in process.
 - Serve as a primary point of welcome for new and returning Market customers.
 - Ensure that customers experience registration as respectful, accessible, clear, and dignified.
 - Help customers understand the registration process, Market expectations, available services, and next steps.
 - Consider what information is collected, why it is needed, and how questions are asked in ways that build trust and reduce barriers.
 - Identify opportunities to improve the customer registration experience, including forms, scripts, workflows, signage, waiting area resources, and communication practices.
 - Balance efficiency and accuracy with warmth, patience, and responsiveness to individual customer needs.
 - Support customers who may be unfamiliar with Haven services, uncomfortable asking for help, or unsure how to navigate the Market process.
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2. Data Stewardship & Administrative Accuracy

- Collect, enter, update, and maintain accurate customer registration information.
- Ensure customer records are complete, timely, confidential, and consistent with program requirements.
- Maintain data quality in client database systems and related tracking tools.
- Support reporting needs by ensuring registration information is accurate and usable.
- Follow established procedures for confidentiality, privacy, recordkeeping, and documentation.
- Identify data gaps, inconsistencies, or process issues and communicate them to the appropriate supervisor.
- Help ensure that data collection practices support both operational needs and a positive customer experience.

- Maintain registration materials, forms, supplies, and administrative systems needed for smooth daily operations.
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3. Welcoming, Accessible & Inclusive Service Environment

- Create and sustain a welcoming, emotionally safe, and inclusive environment for customers, volunteers, and visitors.
 - Help ensure that people from a wide range of social, economic, cultural, linguistic, and religious backgrounds feel respected and comfortable accessing services.
 - Support customers who speak languages other than English by using available interpretation tools, translated materials, clear communication practices, and other appropriate supports.
 - Recognize and help reduce barriers related to language, literacy, disability, culture, technology access, or unfamiliarity with service systems.
 - Maintain awareness of the waiting area environment, including comfort, accessibility, organization, tone, posted information, and available resources.
 - Help identify and maintain helpful resource materials for customers, including information about Haven services and other community supports.
 - Respond to customer needs and concerns with patience, professionalism, and appropriate boundaries.
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4. Volunteer Coordination & Support

- Train, schedule, coordinate, and support Food Market registration volunteers.
 - Ensure volunteers understand registration procedures, confidentiality expectations, customer service standards, and the importance of creating a welcoming environment.
 - Provide day-to-day guidance and feedback to volunteers working in the registration and check-in area.
 - Help volunteers respond appropriately to customer questions, uncertainty, language barriers, or challenging interactions.
 - Communicate volunteer scheduling needs, performance concerns, or process issues to the appropriate supervisor.
 - Foster a positive volunteer experience while ensuring consistency, reliability, and accountability in the registration process.
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5. Front End Team Collaboration & Resource Connection

- Serve as a core member of the Front End team and contribute to smooth coordination across public-facing services.
 - Respond to questions from customers, visitors, volunteers, and staff in a timely and professional manner.
 - Connect individuals to Haven resources, including food access, service coordination, emergency clothing, showers, and other essential services.
 - Provide accurate information about Community Food Market operations, registration requirements, hours, and available supports.
 - Communicate relevant customer needs, service patterns, or operational concerns to supervisors and team members.
 - Support a coordinated front-entry experience that reflects the Haven's values of dignity, equity, respect, and welcome.
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6. Process Improvement & Communication

- Observe registration and check-in workflows and recommend improvements that support customer experience, data quality, efficiency, and accessibility.
 - Help refine questions, forms, scripts, signage, and resource materials used in the registration area.
 - Communicate recurring customer questions, barriers, or concerns to the appropriate supervisor.
 - Participate in team conversations about improving Market access, front-end systems, and customer communication.
 - Use sound judgment to identify when a situation requires supervisor involvement or referral to another staff member.
 - Support consistency in registration practices while remaining responsive to individual customer needs.
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Required Qualifications

- Experience in customer service, reception, human services, community-based programs, food access, volunteer coordination, administrative support, or a related setting.
- Strong interpersonal skills and demonstrated ability to create a welcoming and respectful environment.
- Excellent verbal and written communication skills.

- High attention to detail and commitment to accurate data entry and recordkeeping.
 - Ability to maintain confidentiality and handle sensitive information appropriately.
 - Strong organizational skills and ability to manage multiple priorities in a busy, interruption-driven environment.
 - Comfort using Microsoft Outlook and basic Excel.
 - Ability to learn and use client database systems or other electronic recordkeeping tools.
 - Experience working with people from diverse social, economic, cultural, linguistic, and religious backgrounds.
 - Demonstrated reliability, punctuality, accountability, and follow-through.
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Preferred Qualifications

- Experience training, supporting, scheduling, or coordinating volunteers.
 - Experience working in a nonprofit, food access, human services, public benefits, shelter, healthcare, school, or community resource setting.
 - Experience using client management databases or other data tracking systems.
 - Experience supporting customers or clients who speak languages other than English.
 - Familiarity with interpretation tools, translated materials, or language access practices.
 - Bilingual or multilingual skills helpful but not required.
 - Experience improving customer-facing processes, forms, workflows, or reception/waiting area systems.
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Required Skills & Attributes

The successful candidate will demonstrate:

- A welcoming, steady, and respectful presence with customers, volunteers, and staff.
- Commitment to dignity-centered and customer-centered service.
- Ability to balance compassion with clear expectations, boundaries, and procedures.
- Strong attention to detail and commitment to data accuracy.
- Ability to ask questions sensitively and explain why information is needed.

- Comfort working with people who may be experiencing stress, crisis, trauma, or uncertainty.
 - Ability to remain calm and professional in a busy, public-facing environment.
 - Strong problem-solving skills and willingness to improve systems and processes.
 - Cultural humility and openness to learning from people with different lived experiences.
 - Ability to recognize barriers to access and help create a more inclusive service environment.
 - Sound judgment about when to respond independently and when to seek support.
 - Reliability, consistency, and accountability in daily operations.
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Scope of Responsibility

The Community Food Market Registration Coordinator is responsible for the daily functioning and quality of the customer registration and check-in area. This includes ownership of the registration process, customer welcome experience, data entry and record quality, volunteer coordination, and the immediate waiting area environment.

The role does not have broad program management responsibility but carries significant responsibility for a highly visible and important entry point into the Haven's food access work. The position requires independent judgment within established procedures, especially in balancing customer experience, data needs, confidentiality, accessibility, and operational flow.

Internal & External Relationships

This position works closely with:

- Community Food Market staff
 - Front End team members
 - Registration volunteers
 - Service Coordination staff
 - Other Haven program staff
 - Customers accessing the Community Food Market and related services
 - Visitors seeking information or connection to Haven resources
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Work Environment

Upper Valley Haven sits on a four-building campus about a mile northwest of the center of White River Junction. The Registration Coordinator works in the reception area, which includes public-facing workspaces and a visitor waiting room. The workspace also includes proximity to a staff kitchen, shower facilities, public-facing service areas, and nonpublic storage areas.

The work environment is active, public-facing, and often interruption-driven. The Registration Coordinator must be able to move between customer interaction, data entry, volunteer support, phone or in-person inquiries, and coordination with other staff throughout the day.

Schedule

This is a full-time, 32-hour-per-week, on-site position.

Regular schedule: Monday through Thursday.

Some flexibility may be required based on program needs, staff coverage, training, or special circumstances.

Compensation & Benefits

Compensation is **\$24–\$25 per hour**.

Benefits include employer-paid healthcare premiums, paid holidays, generous paid time off, life insurance, and a 403(b) retirement plan with employer match.

Physical & Mental Requirements

The essential functions of this position require the ability to:

- Work on-site in a busy, public-facing environment.
- Sit, stand, move around the reception and waiting area, and use a computer for extended periods.
- Communicate clearly with customers, volunteers, visitors, and staff in person, by phone, and in writing.
- Maintain focus and accuracy while managing frequent interruptions.
- Respond calmly and professionally to individuals who may be experiencing distress, frustration, confusion, or vulnerability.
- Handle sensitive and confidential information with discretion.

- Use standard office equipment and basic technology systems.
- Occasionally lift or move light office, registration, or resource materials.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Our Commitment to Employees

Upper Valley Haven is proud to be an Equal Opportunity Employer. We are committed to creating a diverse workplace environment that is welcoming and safe for all.

All applicants will receive consideration for employment without regard to race, ethnicity, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other characteristic protected by federal, state, or local laws.

We are committed to compliance with all fair employment practices regarding citizenship and immigration status. Upper Valley Haven follows all EEOC guidance and federal and state laws regarding background screening.