

JOB DESCRIPTION

Service Insights Coordinator



Job Title: *Service Insights Coordinator* Department: *Agency Relations*
Reports to: *Agency Relations Manager* Classification: *Full Time, grant funded*

JOB SUMMARY

Assist with the implementation of the Service Insights on MealConnect (SI/MC) client management platform, including training and the onboarding of partner agencies across the state of Kansas. Training on the SI/MC platform will be provided.

- Develop high understanding of the SI/MC platform and how it is used and managed.
- Coordinate and manage scheduling of partner agency wait list, onboarding, demos, and training.
- Interview partner agencies to establish initial setup criteria in the SI/MC system.
- Assist with initial and on-going training of partner agency staff and volunteers.
- Train partner agency staff and volunteers to use any grant provided technology (Chromebooks, printers, hot spots, etc.).
- Assist with intake of partner agency clients during initial go-live.
- Complete follow up training and/or visits with partner agency staff and volunteers to help make sure they understand how to run and use available data reports, clear duplicates, export data, and other administrative functions.
- Participate in Feeding America user group calls about Service Insights and the SI/MC platform.
- Continually learn new version releases and update training and training materials as necessary, re-train agencies as needed, and provide training and setup support on new features added to the SI/MC system as necessary.
- Provide first-level support, training, and technical assistance to SI/MC users in a friendly, timely manner in person and online.
- Other duties as assigned.

APPLICATION QUALIFICATIONS

- Commitment to the mission of the Kansas Food Bank.
- Bachelor's degree preferred, but not required.
- Excellent customer service skills and the ability to train or teach others with clarity, flexibility, and organization.
- Minimum of 2 years of relevant and successful work experience in training, adult education, customer service, case/client management, business/communications, or technology.
- Ability to review, understand and interpret data.
- Experience troubleshooting software applications and functional issues at the client level.
- Experience managing projects from conception to completion, including setting and driving timelines and deliverables, and building consensus in a fast-paced environment.
- Excellent organizational, teamwork, and relationship building skills.
- Critical thinking skills to identify strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Proficiency with Microsoft Windows and Office environment (Word, Excel, PowerPoint), online applications (Gmail, Google Docs, Office 365), and standard office equipment.
- Valid Kansas Driver License and clean driving record.
- Reliable transportation and ability to travel throughout the state, including overnight stays.
- Ability to work nights and weekends as required.
- Must be able to communicate fluently in English, both orally and in writing.
- Ability to follow all food safety policies required by KFB.

WORK ENVIRONMENT

This work is located in both office environment and community settings. It requires regular travel, including some overnight, throughout the state. Physical activities necessary in the performance of this job include the abilities to: lift 20-30 pounds occasionally without assistance; sit for prolonged periods; move throughout the food bank in performance of duties; visit community settings; conduct site visits including walking, bending, stopping, and squatting; communicate in a clear speaking voice in person and over the phone; interpret instructions and questions when asked; and use a computer.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Kansas Food Bank is an Equal Opportunity Employer

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