

MEND | Meet Each Need with Dignity

10641 N San Fernando Road

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www.MendPoverty.Org



JOB DESCRIPTION

POSITION TITLE: Program Registration Specialist - Temporary

FSLA STATUS: Non-Exempt

REPORTS TO: Program Manager, CNP

LOCATION: Onsite

WAGE: \$22-24 per hour, 70 hours per pay period (including alternate Saturdays)

START DATE: 11/5/2025

END DATE: 12/23/2025 (with possibility of extension based on business needs)

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. And, in alignment with MEND's mission and long-term commitment to strengthen families and the community, MEND helps individuals address and overcome the long-term challenges that have kept them from thriving through our more intensive services and programs.

JOB SUMMARY: The Temporary Program Registration Specialist plays a vital role in assisting participants complete the initial registration steps to access MENDS programs and services. The Specialist provides welcoming, accurate and efficient support to community members throughout the registration process, offering clear information about available services and resources to help meet their needs. This position is also responsible for collecting and recording all required information with accuracy, completing daily data entry, reviewing reports to verify data integrity, and safeguarding the confidentiality of all participant information in alignment with MEND's values and commitment to service.

ESSENTIAL FUNCTIONS:

1. Guide participants through the registration process, ensuring a welcoming experience that reduces barriers to accessing services, ensure eligibility requirements are met.
2. Offer accurate and comprehensive information about available programs, services and resources that may further support participant's needs.
3. Collaborate with the Participant and Volunteer Services Coordinator to ensure volunteers conduct participant registration, monitor the data collections process and conduct regular reviews of data entries to verify accuracy of all entered information.
4. Assist in the logistical set up of registration station(s) to facilitate an efficient and consistent registration process. This includes preparing clean copies of required logs,

ensuring signage is in place, setting up tables, chairs and stanchions, checking out laptops to complete registration and returning at end of day.

5. Accurately enter, update and maintain participant information on Efforts to Outcomes (ETO) Participant Tracking Database; create new participant records and assign MEND ID numbers to individuals.
6. Review daily reports to verify accuracy and completeness of data.
7. Handle all participant information in accordance with MEND's confidentiality guidelines.
8. Other duties as assigned.

QUALIFICATIONS:

- Bilingual English/Spanish Fluency Required
- High School Diploma with a minimum of 2 years working experience in an administrative environment
- Leadership experience working with community social service organizations strongly preferred
- Excellent written and verbal communication skills
- Excellent customer service and people skills, especially in working with volunteers
- Flexible, proactive, resource and efficient, with a high level of professionalism and confidentiality
- Excellent skills in office procedures, organizational skills and ability to multi-task; attention to detail, including good follow-through and ability to work independently while meeting deadlines
- Must have tolerance for high traffic and interruptions
- Attention to detail and highly proficient in data entry, must be able to type 45wpm accurately
- Experience working with individuals with diverse ethnic backgrounds
- Demonstrated ability to work effectively as a member of a team
- Proficient in Microsoft Office (Word, Excel, Access, PowerPoint)

TIME COMMITMENT: Full time 70 hours per pay period (9/70 per pay period or 32/38 hours per week) based on organizational needs; may include some evening and weekends and local travel.

All positions contingent on continued funding.

All employees on County-funded programs must be fully vaccinated against COVID-19 as a condition of employment. Successful candidates for this position will be required to submit proof of vaccination against COVID-19 or request an exemption for qualifying medical or religious reasons during the onboarding process. Candidates should not present proof of vaccination until instructed to do so by the hiring department.

All employees will be required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. Employees will be required to complete all mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

To apply, please submit cover letter and resume to jobs@mendpoverty.org. Please include a cover letter that describes how your experiences meets all the requirements of the position.

The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job. MEND is an equal opportunity employer.

This is a temporary position with MEND. Position not eligible for MEND sponsored benefits.

MEND, named the 2022 & 2023 Daily News Reader's Choice FAVORITE WORKPLACE, is an equal opportunity employer committed to a diverse and inclusive workforce. We foster a culture that honors different perspectives, opinions, and backgrounds. Company culture is at our core.

Culture

- Warm and welcoming environment
- Staff and volunteers have a passion for making the world a better place
- Investment in, care and appreciation for all employees
- Celebrate success together at staff meetings, annual holiday celebration and for outstanding achievements
- Emphasizes personal and professional skill development through quarterly performance appraisals and regular 1:1 meetings with management
- Commitment to program excellence and impact

Core Values

- Excellence in programs, outcomes, and operations
- Informed, holistic approaches through active listening and credible messengers
- Integrity in our actions, building trust in our community and donors
- Transparency and integrity in all we do
- Dignity & respect for those we serve and each other