



Registration Specialist, Bilingual in English & Spanish

Job Title: Registration Specialist, Bilingual in English & Spanish
Reports to: Operations Manager
Purpose: Facilitates registration of all Crooked Creek Food Pantry (CCFP) neighbors

Schedule: 35-40 Hours per Week

Non-Distribution Days	Monday	8:30 AM – 3:30 PM
(inside/outside, year-round)	Tuesday	8:30 AM – 3:30 PM
Distribution Days	Wednesday	8:30 AM – 4:30 PM*
(mostly outside, year-round)	Thursday	9:00 AM – 6:00 PM*
	Friday	8:30 AM – 4:30 PM*
		30-minute lunch

*Schedule may slightly differ depending on neighbor volume

Other: Grant Funded Position (through end of 2026)

Crooked Creek Food Pantry (CCFP) is located on the northwest side of Indianapolis at the Eskenazi Health Center Pecar. Currently, CCFP operates a high-volume, complex food operation. Dignity and respect are of the utmost importance in all we do.

Primary responsibilities for the Registration Specialist include setting up and closing CCFP's registration site, registering each eligible neighbor, and managing volunteers who help facilitate the process. The Registration Specialist welcomes each neighbor, delivers quality customer service, and assists the operation managers in closing and securing the pantry at the end of each day. Special focus is needed on bilingual communication in English and Spanish.

Duties, Non-Distribution Days

- Assist with improving neighbor experience
- Ensure database is up to date
- Cross-train and help with operations as needed
- Assist with recruiting of registration volunteers
- Review and update training materials and other documentation as needed
- Attend trainings, meetings &/or events as needed
- Maintain a clean, organized workspace



Crooked Creek Food Pantry, Inc

6940 N. Michigan Road
Indianapolis, IN 46268
- www.ccfpindy.org -

Duties, Distribution Days

- Ensure all registration equipment is operational
- Facilitate efficient, compliant, on-time neighbor registration
- Ensure all neighbor information remains confidential
- Assign tasks to volunteers involved in registration process
- Maintain security of registration site
- Monitor traffic as needed
- Cross-train and help with operations as needed
- Assist operations managers with security and closure of pantry
- Maintain a clean, organized workspace

Skills and Qualifications

- High School education or equivalent
- Experience in customer service or related field
- Experience using computer and basic software programs
- Excellent interpersonal and verbal communication skills
- Assertive communicator
- Detail oriented, flexible team player
- Ability to maintain confidentiality at all times
- Bilingual communicator – fluency in English and Spanish required

Physical Demands and Work Environment

- Ability to push, pull, move, lift, and carry up to 40 pounds
- Ability to work inside as well as outside on a daily basis – much of this position is outside, especially on food distribution days

Pay Rate: \$20/hour

To apply or for further information, contact Kathy at ExecutiveDirectorCCFPindy@gmail.com.