



Greater Lansing Food Bank (GLFB) is launching a new software system called **Service Insights on Meal Connect (SIMC)** to improve how we collect and manage information about the people we serve. We are looking for a dedicated **Service Insights specialist** to help with the rollout and ongoing maintenance of the system. This individual will be responsible for the set-up and user support of the system including the creation and implementation of training materials. They will gain a deep understanding of SIMC and its potential to advance the mission of GLFB, ultimately benefiting our partner agencies and neighbors.

This is a full-time position of 40 hours per week, generally within GLFB business hours (M-F, 8 a.m. to 5 p.m.), with some evening and weekend hours required due to the varying operating hours of our agencies. The role offers flexibility in managing the 40-hour work week. Based out of our distribution center in Bath, MI, this position requires up to 75% local travel.

Position Details

Date: July 2024

Title: Service Insights Specialist

Classification: Exempt, Full-Time (grant funded through April 2025)

Reports to: Chief Administrative Officer

Location: Bath, MI (with up to 75% local travel)

ESSENTIAL FUNCTIONS

Project Management:

- Assist CAO with developing and implementing plans and processes for rollout of SIMC
- Ensure timely completion of project milestones and deliverables
- Track the onboarding and training progress of users within our network of partner agencies
- Help with assessing site technology needs for optimal software use
- Timely reporting of grant outcomes

Training:

- Create onboarding and training programs for GLFB staff and partners.
- Develop and update training materials in various formats, including online/webinars, videos and in-person
- Schedule and conduct in-person and online training and demonstrations
- Design support systems for software users
- Plan meetings, forums and other communications to keep users informed about updates and best practices
- Educate GLFB's network on the benefits of service insights
- Provide initial and ongoing training and assistance to network staff and volunteers
- Attend regular trainings and participate in learning clusters, both in-person and virtual, as required

Customer Service/Technical Support:

- Assist agencies with onboarding and ongoing support for SIMC
- Conduct site visits to prepare agencies for SIMC implementation; attend their first "live" visits
- Manage administrative tasks, including collection and storage of SIMC Agency Agreements and SIMC User Agreements.



- Follow up with agency leads to ensure they understand how use all applicable software functions
- Update user accounts and conduct annual audits
- Provide friendly and timely technical support to SIMC users
- Resolve any data issues including duplicates, typos and errors in visit records
- Generate basic reports using data from the software as needed
- Support agencies with general data analysis
- Track equipment and internet support for agencies
- Provide regular feedback on successes and challenges experienced by agencies

Qualifications:

- Associate degree or equivalent experience
- Technical aptitude with experience in software troubleshooting and resolving client-level issues
- Background in training, education, business, communications or technology
- Strong interpersonal and networking skills
- Excellent written and verbal communication skills
- Familiarity with digital record-keeping and data management
- Proven ability to effectively interact with diverse audiences.
- Strong focus on customer service
- Proficiency in Microsoft Windows and Office applications (Word, Excel, PowerPoint, Outlook) and standard office equipment.
- Reliable transportation for travel throughout GLFB's 7-county service area

Compensation and Benefits:

GLFB offers a competitive compensation package, including paid medical/dental/vision insurance, 401k, vacation leave, sick leave, and paid holidays.

To apply

Please send cover letter, resume and salary requirements to Rebecca Kline, human resources manager, at rebecca@glfoodbank.org . For additional information, please visit www.glfoodbank.org. Position remains open until filled. EOE. No phone calls please.

About Greater Lansing Food Bank

Founded in 1981, Greater Lansing Food Bank is a highly visible non-profit organization that provides food assistance to individuals and families in need in Ingham, Eaton, Clinton, Shiawassee, Clare, Isabella and Gratiot counties. Food is distributed through an extensive network of food pantries, shelters, community kitchens and mobile distributions throughout the seven-county service area.

GLFB is committed to fostering, cultivating and preserving a culture of equity, diversity and inclusion. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status and other characteristics that make our employees unique.