

# Office Check In

Reports to Pantry Organizer and Director.

---



## Client Intake

Intake Office serves as the first point of contact for clients visiting NHFP. Their purpose is:

- Ensure a welcoming, dignified, and trauma informed experience for every client.
- Verify client identity and household information with consistency and fairness.
- Maintain accurate records in pantry database.
- Support smooth client flow into the pantry food pick up area.
- Uphold confidentiality, safety, and non-discrimination standards



## Office Support

Office support must be able to complete any tasks of Client Intake. Welcomes clients warmly, manages the waiting area. Assists with marking non-food items.

---



## Safe and Clean

- Especially during cold and flu season - please take the time to disinfect regularly touched surfaces after your shift.
- Vacuum the office carpet and hallway (see office procedures)
- There are cameras and security measures in office procedures manual - please use as needed.

# Other Office Tasks

Given the more sensitive nature of pantry work - please see the office manual on the desk for additional information. Basic additional NEW information below:

---



## Acceptable Identification

- **With ID:** Driver's license, state ID card, Military ID, Tribal ID, Consular ID, School ID (adults or teens), Work ID with photo, any government issues ID.
- **Without photo ID:** birth certificate, social security card, medical card, hospital or clinic paperwork with name.



## Acceptable Address Info

With Address: Driver's license with current address, Utility bill, lease agreement, mortgage statement, bank statement, pay stubs with address, government mail, insurance statement, official school mail (for families with children), vehicle registration, any piece of mail with name + address dated within 30-60 days.



## Non-Food Items

Please do not feel you need to limit non-food items that a family needs. The goal is not just to get non-food items out as quickly as possible since the hallway is also used by the church, but also to ensure clients are able to receive what they need and we do not know their situation.