



# Food Bank RGV

## JOB DESCRIPTION

**JOB TITLE:** Agency Relations Assistant  
**DEPARTMENT:** 40 Agency Relations  
**CLASSIFICATION:** Non Exempt  
**POSITION/HOURS:** Full Time \*Some Weekends

**DATE:** June 2026  
**WRITTEN BY:** Cynthia Alcocer-Garcia  
**REVIEWED BY:** CEOS

### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Agency Relations Manager  
**POSITIONS SUPERVISED:** None

### JOB SUMMARY

The Agency Relations Assistant supports the Agency Relations Department by providing administrative, compliance, and partner support services to FBRGV partner agencies. This position is responsible for maintaining agency records, tracking compliance requirements, coordinating communications, conducting agency outreach, and assisting with monitoring visits and capacity-building initiatives. The Agency Relations assistant serves as a key point of contact for partner agencies and plays an important role in ensuring agency compliance, accurate recordkeeping, and strong community partnerships.

### ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Assists with partner agency compliance activities, including tracking required documentation, monitoring deadlines, and maintaining accurate agency records
- Communicates regularly with partner agencies to obtain completed agreements, signed forms, certifications, and other required documentation
- Monitors and follows up on partner agency requirements, including Civil Rights training, Safe Food Handler certifications, IRS nonprofit status verification, and other Food Bank compliance requirements
- Coordinates monitoring visits and agency meetings by scheduling appointments, preparing materials, and communicating with partner agencies
- Maintains agency files and records, including organizing, labeling, scanning, filing, and archiving documents in both paper and electronic formats
- Assists with the Food Bank's transition toward paperless recordkeeping by scanning documents, maintaining digital files, and ensuring records are organized and accessible
- Verifies partner agency nonprofit status and other eligibility requirements on a recurring basis and maintains documentation of verification activities
- Prepares, prints, assembles, and distributes agency forms, compliance packets, training materials, correspondence, and other program documents
- Enters, updates, and maintains agency information databases, spreadsheets, and reporting systems while ensuring data accuracy and completeness
- Supports Agency Relations and Capacity Building by assisting with agency outreach, training coordination, research, special projects, and other duties that promote strong partner agency operations and compliance
- Complies with all health regulations and other laws that govern food handling including cleanliness and sanitation
- Performs additional duties as assigned by the Agency Relations Manager

## QUALIFICATIONS

- Honesty, integrity, and commitment to fighting hunger in the Rio Grande Valley
- Must have clear understanding of and ability to articulate the mission of the FBRGV
- Minimum of two (2) years of experience in customer service, administrative support, community outreach or a related field
- Ability to politely be firm and decisive. Good judgement and discretion
- Ability to work cooperatively with other staff, volunteers, and agency personnel
- Ability to manage time efficiently and to work independently with minimum supervision
- Understand and follow oral and written instructions
- Possession of a current Texas Class C driver's license, proof of current auto insurance, and access to a personal vehicle. Must have a clean driving record for at least three years prior to employment
- Ability to travel up to 50% of the workweek throughout Hidalgo, Willacy, and Cameron County
- Bilingual English/Spanish
- Customer service and professional phone skills
- Ability to train others in various procedures
- Excellent communication skills, both written and verbal
- Ability to represent the Food Bank in a courteous professional manner
- Knowledge and experience with computers, Microsoft Office, etc.

**EDUCATION/CERTIFICATION:** High School Diploma, Associate's degree (preferred)  
ServSafe Safe Food Handler certificate preferred; or ability to obtain

**SKILLS/ABILITIES:**

- Strong customer service skills and willingness to assist others.
- Able to communicate information clearly.
- Attentive to detail.
- Able to coordinate well with other departments and personnel.
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## ADDITIONAL REQUIREMENTS OF THIS POSITION

**REPETITIVE MOTIONS:** Movements frequently and regularly required using the wrists, hands, and fingers.

**PHYSICAL STRENGTH:** Medium work; exerts up to 40 lbs. of force occasionally, and/or up to 15 lbs. frequently. Ability to stand, walk, bend, lift up to 15lbs.

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## INTENT AND FUNCTION OF JOB DESCRIPTIONS

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

Employee Signature (Employee has received a copy of Job Description): \_\_\_\_\_

Employee Name (Print): \_\_\_\_\_

Date: \_\_\_\_\_