



Food Bank RGV

JOB DESCRIPTION

JOB TITLE: Donor Services Associate
DEPARTMENT: 10 Admin
CLASSIFICATION: Non Exempt
POSITION/HOURS: Full Time *Some Weekends

DATE: August 2026
WRITTEN BY: Cynthia Alcocer-Garcia
REVIEWED BY: CEOs

REPORTING RELATIONSHIPS

POSITION REPORTS TO: CEOs
POSITIONS SUPERVISED: None

JOB SUMMARY

The Donor Services Associate is responsible for accurately recording donations receiving in to Donor Perfect and maintain appropriate donor records. The Donor Services Associate plays a crucial role in ensuring that all donations are properly documented and entered in to our database in a timely manner. A high attention to detail and commitment to data accuracy is required for this position.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Works cooperatively with the CEOs
- Ensures all donations are accurately posted in Donor Perfect
- Inputs acquisition donor data and maintains updates of all cultivation donors
- Prints out donor reports on an as-needed basis
- Maintains a positive relationship with all donors, volunteers, FBRGV staff and board members
- Assists in answering questions pertaining to donations by following FBRGV policies and procedures
- Works closely with Volunteer Services Specialist to request volunteers, when needed, to assist with the mailing of Thank You letters for all contributions
- Evaluates existing procedures and recommends improvements to the CEOs
- May be required to work evenings and/or weekends
- Contributes to team effort by accomplishing related results as needed
- Performs additional duties as assigned by the CEOs

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
- High school diploma or equivalent
- Personal experience in community service and an understanding of the role of volunteerism
- Excellent computer skills
- Excellent communication skills both written and verbal
- Orientation to detail, accuracy, and the meeting of deadlines

- Above average typing skills and general experience with office equipment and computers
- Ability to communicate professionally with staff members, volunteers, donors, Board Members, and the general public
- Ability to politely be firm and decisive. Good judgement and discretion
- Ability to work cooperatively with other staff and volunteers
- Ability to manage time efficiently and to work independently with minimum supervision
- Ability to lift 40lbs on a regular basis
- Understand and follow oral and written instructions
- Possession of a current Texas Class C driver's license and access to a personal vehicle. Must have a clean driving record for at least three years prior to employment
- Bilingual English/Spanish

EDUCATION/CERTIFICATION:

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

SKILLS/ABILITIES:

- Ability to walk, stand, sit, kneel, push, stoop, reach about the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift, and carry under 40lbs, perceive depth, operate a motor vehicle, and operate motor equipment
- Able to communicate information clearly.
- Attentive to detail.
- Able to coordinate well with other departments and personnel.
- Ability to computers, telephones, scanners, printers, and other office equipment.

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 and 5 lbs. constantly.

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: _____