



Food Bank RGV

JOB DESCRIPTION

JOB TITLE:	Manager Volunteer Services & Donor Engagement	DATE:	August 2026
DEPARTMENT:	20 Development	WRITTEN BY:	Cynthia Alcocer-Garcia
CLASSIFICATION:	Non Exempt	REVIEWED BY:	CEOs
POSITION/HOURS:	Full Time *Some Weekends		

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director of Development & Communications

POSITIONS SUPERVISED: Volunteer Services Specialist

JOB SUMMARY

The Manager of Volunteer Services & Donor Engagement leads the FBRGV's volunteer program with responsibility for recruitment, engagement, retention, recognition, stewardship, community partnerships, program operations, and donor development.

This position is responsible for creating a welcoming, organized, and mission-driven volunteer experience that encourages individuals and groups to remain engaged with the FBRGV over time. The Manager will develop opportunities for volunteers to deepen their involvement through recurring service, specialized roles, leadership, advocacy, events, community engagement, and philanthropy.

As a member of the Development team, the Manager will work collaboratively across departments to ensure volunteer resources are effectively recruited, trained, supported, recognized, and connected to organizational needs while identifying opportunities to develop volunteers and volunteer groups into donor and long-term partners.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Leads and mentors a team of distribution professionals, providing guidance, training, and performance feedback
- Fosters a positive and collaborative team culture focused on achieving FBRGV goals
- Provides feedback and implement strategies for continuous improvement
- Develops and implements an annual strategy for volunteer recruitment, engagement, retention, stewardship, recognition, and long-term participation
- Directly supervises Volunteer Services Specialists, including training, scheduling, workload management, coaching, performance management, cross-training, and professional development
- Ensures appropriate daily Volunteer Services coverage while allowing staff capacity for recruitment, outreach, stewardship, reporting, and program development
- Actively recruits individual and group volunteer through corporations, schools, colleges and universities, churches, civic and service organizations, community groups, retirees, and other community partners
- Represents the FBRGV and community events, volunteer fairs, meetings, networking opportunities, and presentations to increase volunteer participation and community engagement
- Develops and maintains relationships with organizations capable of becoming recurring volunteer and community partners
- Develops consistent volunteer orientation, onboarding, training, safety procedures, policies, standard operating procedures, and other resources necessary to ensure a positive and organized volunteer experience

- Work collaboratively with FBRGV departments to identify volunteer needs, appropriate assignments, staffing levels, schedules, and training requirements and develops guidance for staff and station leads responsible for working with volunteers
- Evaluates volunteer operations and experiences, identifies concerns or barriers, and recommends and implements solutions that improve safety, organization, communication, satisfaction, and retention
- Develops opportunities for volunteers to increase their involvement based on their interests, professional experience, service history, and connection to the FBRGV mission, including recurring service, specialized volunteer roles, leadership opportunities, committees, advocacy, events, and other meaningful engagement
- Develops and oversees volunteer appreciation and recognition efforts, including National Volunteer Week, volunteer milestones, recognition programs, special events, and strategies to re-engage inactive volunteers and groups
- Identifies volunteers and volunteer groups with potential for deeper philanthropic engagement and cultivates, solicits, and stewards appropriate volunteer-donor relationships in coordination with the Development team
- Develops volunteer-focused fundraising and engagement opportunities and trains Volunteer Services Specialists to recognize potential donor, sponsor, corporate, and community partnership opportunities
- Develops strategies to increase and strengthen corporate and organizational volunteer participation and works with Development staff when volunteer relationships overlap with existing corporate, donor, or community relationships
- Provides overall management of court-appointed, probation, community service, and other approved service-hour programs, including policies, documentation standards, staff training, issue resolution, and appropriate communication with referring agencies
- Ensures accurate and timely maintenance of volunteer records, including volunteer contact information, hours, group participation, service history, organizational affiliations, interests, skills, and other information needed for reporting, engagement, and relationship development
- Works with Marketing and Communications to develop volunteer recruitment campaigns, call-outs, volunteer stories, recognition messaging, and communications designed to increase participation and engagement
- Coordinates with Development and Events staff to identify, recruit, schedule, and support volunteers for fundraising events, special projects, and approved offsite activities
- Maintains regular communication with organizational leadership and departments regarding volunteer needs, program performance, challenges, opportunities, and significant volunteer or community relationships
- Maintains professional and technical knowledge through educational opportunities, community involvement, professional networking, and participation in relevant organizations
- Participates in inter and intra department projects and performs additional duties as assigned by the Director of Development and Communications

QUALIFICATIONS

- Minimum three year's in a management role
- Minimum three year's supervising others
- Minimum one year experience public speaking/hosting presentations
- 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
- Minimum one year of supervisory experience of leading a team
- Personal experience in community service and an understanding of the role of volunteerism
- Ability to politely be firm and decisive. Good judgement and discretions
- Ability to work cooperatively with other staff, volunteers, and agency personnel
- Ability to multitask under a variety of conditions
- Ability to lift 50lbs on a regular basis
- Ability to manage time efficiently and to work independently with minimum supervision
- Orientation to detail and accuracy
- Proficient in English and Spanish
- Possession of current Texas Class C driver's license and access to personal vehicle. Must have clean driving record for at least three years prior to employment
- Availability to work evenings, nights, and/or weekends

EDUCATION/CERTIFICATION: High School Diploma, Associate's degree (preferred)

ServSafe Safe Food Handler certificate or ServSafe Managerial Safe Food Handler certificate preferred; or ability to obtain

SKILLS/ABILITIES:

- Minimum three-year supervisory experience of leading a team
- 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.
- Ability to operate pallet jack, forklift and other warehouse equipment.
- Ability to lift up to 50lbs. Ability to bend, squat, reach, stretch, stand, sit, twist and exert bodily force.

ADDITIONAL REQUIREMENTS OF THIS POSITION

- REPETITIVE MOTIONS:** Movements frequently and regularly required using the wrists, hands, and fingers.
- PHYSICAL STRENGTH:** Heavy work; exerts up to 50 lbs. of force occasionally, and/or up to 15 lbs. frequently and 5 lbs. constantly.
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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: _____