



Food Bank RGV

JOB DESCRIPTION

JOB TITLE:	Resource Center Associate (Mission Resource Center)	DATE:	July 2026
DEPARTMENT:	25 Programs	WRITTEN BY:	Cynthia Alcocer-Garcia
CLASSIFICATION:	Non Exempt	REVIEWED BY:	CEO
POSITION/HOURS:	Full Time *Some Weekends		

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Manager of Resource Centers

POSITIONS SUPERVISED: N/A

JOB SUMMARY

The primary objective of this position is to serve visitors and pantry clients by professionally and politely greeting, welcoming, and directing them around the choice pantry at the Resource Center. The Resource Center Associate is expected to carry assignments to completion with minimum direction, to convey a courteous and professional image at all times, to use discretion and good judgement based on a thorough knowledge of Food Bank RGV activities, programs, services, and special events.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Maintain Resource Center Pantry; shelves, refrigerator, and freezer stocked and organized at all times
- Maintains safe and clean reception and pantry area; electrical cords/supplies secured to avoid injury to self and others
- Checks washrooms in pantry area periodically for supplies. Replenishes supplies as needed.
- Assists with Resource Center Pantry shopping, assists with covering of lunches, and gives out pantry client referrals before the client exits Resource Center using Oasis software
- Maintains office equipment by insuring machines are supplied with paper and are in good working condition
- Maintains classified and confidential information in a professional and trustworthy manner
- Assists with monthly client reports
- Performs general office duties, copying, filing, faxing, etc.
- Maintains operations by following policies and procedures
- Contributes to team effort by accomplishing related results as needed
- Accomplishes related results as needed by the Manager of Resource Centers
- Performs additional duties as assigned by the Manager of Resource Centers

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
- 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 as needed for events and or distributions.

EDUCATION/CERTIFICATION: High School Diploma or equivalent
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.
- Ability to use pallet jack.

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.

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: _____