



Food Bank RGV

JOB DESCRIPTION

JOB TITLE: Volunteer Services Specialist
DEPARTMENT: 20 Development
CLASSIFICATION: Non Exempt
POSITION/HOURS: Full Time *Some Weekends

DATE: May 2024
WRITTEN BY: Cynthia Alcocer-Garcia
REVIEWED BY: CEO

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Senior Manager of Corporate Engagement, Special Events, and Government Relations

POSITIONS SUPERVISED: N/A

JOB SUMMARY

The Volunteer Services Specialist plays a crucial role in recruiting, training, and managing volunteers to support the FBRGV's mission and activities. This employee will be responsible for developing and implementing volunteer programs and opportunities, coordinating volunteer assignments, and ensuring a positive volunteer experience. This role requires strong communication and organization skills to effectively engage volunteers and support the needs of our organization.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Actively recruits, schedules, and assists new volunteers, both individually and as groups
- Actively recruits and assists department specific station leads
- Develops and maintains a systematic way to greet and support FBRGV volunteers
- Conducts orientation, basic training, and tours for all FBRGV volunteers
- Performs routine thank-you phone calls and emails to volunteers on a weekly basis
- Ensures volunteer satisfaction is met through experience, organization, communication, and exceptional customer service
- Works closely with station leads and/or staff members to develop training materials and project calendars
- Assigns volunteer tasks based on priority needs of the FBRGV and preferences and skills of the volunteer
- Maintains effective and timely communication with the Senior Manager of Corporate Engagement, Special Events, and Government Relations
- Maintains and updates volunteer calendar. Ensures that calendar invites are accepted and acknowledged by department specific station leads and the Senior Manager of Corporate Engagement, Special Events, and Government Relations
- Attends and participates in Volunteer Services meetings (with a printed calendar overview of groups/entities scheduled for the week ahead), special trainings, and/or other activities as directed by the Senior Manager of Corporate Engagement, Special Events, and Government Relations
- Keeps volunteers informed of organization's activities and encourages volunteer participation on onsite and offsite projects (distribution sites, cleaning projects, special or fundraising events)
- Ensures maintenance and upkeep of all volunteer records including: hours, contact information, type of stimulus, paperwork, and any other type of information received from volunteers
- Maintains records of all volunteer correspondences such as emails, thank you notes, awards, mail, etc.
- Provides Senior Manager of Corporate Engagement, Special Events, and Government Relations with a monthly report of number of volunteers, groups, categories, organizations, and any urgent updates

- Contributes to team effort by assuring that volunteers are directed to appropriate departments and receive appropriate training
- Develops and maintains a positive relationship with other programs, businesses, organizations, and churches that are sources of volunteers such as RSVP, AARP, Workforce, Housing Authorities, Banks, Corporations, etc.
- Provides monthly presentations and/or displays about volunteer opportunities to interested organizations such as school clubs, churches, businesses, etc.
- Assists in coordinating FBRGV's volunteer events such as National Volunteers Week, Volunteer Thanksgiving, Christmas Luncheons, business expos and other events
- Manages administrative tasks in a timely and organized manner
- Evaluates existing procedures and recommends improvements to the Senior Manager of Corporate Engagement, Special Events, and Government Relations
- Performs other duties as assigned by the Senior Manager of Corporate Engagement, Special Events, and Government Relations

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
- 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)

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 operate pallet jack, forklift and other warehouse equipment.

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: _____