Food Bank RGV

JOB DESCRIPTION

JOB TITLE:	Programs Assistant	**DATE:**	May 2026
DEPARTMENT:	25 Programs	**WRITTEN BY:**	Cynthia Alcocer-Garcia
CLASSIFICATION:	Non Exempt		
POSITION/HOURS:	Full Time *Some Weekends	**REVIEWED BY:**	CEO

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Senior Manager of Programs and Inventory

POSITIONS SUPERVISED: None

JOB SUMMARY

The Programs Assistant is responsible for the coordination, compliance, and administration of the CDBG program. This role oversees participant certification, agency coordination, reporting, and program monitoring to ensure full compliance with federal guidelines and FBRGV policies. The Programs Assistant serves as a liaison between partner agencies and internal teams to ensure efficient program delivery and accurate reporting.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Coordinate all aspects of the CDBG program, including participant certification and application processing
- Ensure compliance with federal regulations, including U.S. Department of Housing and Urban Development (HUD) guidelines, as well as internal policies and procedures
- Monitor partner agencies, distribution sites, volunteers, and staff to ensure program compliance and effectiveness
- Develop and maintain relationships with partner agencies; assist with onboarding new agencies into the program
- Conduct annual trainings for CDBG agencies on program requirements, policies, and procedures (including FBRGV, Feeding America, and USDA guidelines)
- Coordinate and work jointly with CDBG sites, distributing food bags to eligible recipients at distribution sites
- Collect monthly agency invoices from all agencies by the 5th day of the month
- Prepare report for Senior Manager of Programs and Equity on the 5th day of the month indicating number of sites, households served, and demographic information
- Compile monthly CDBG reports and submit for reimbursement by the 15th day of the month
- Maintain accurate and organized program documentation and records in compliance with audit standards
- Respond to inquiries from agencies and participants; provide program guidance and support
- Represent the FBRGV and CDBG/UPC at community events, meetings, and outreach opportunities
- Identify opportunities for program improvement and support implementation of process enhancements
- Perform additional duties as assigned by the Senior Manager of Programs and Inventory

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 volunteerism
- Computer knowledge or data entry experience required
- Knowledge of food storage and handling regulations
- Ability to politely be firm and decisive
- Good judgment and discretion
- Ability to manage time efficiently and to work independently with minimum supervision
- Orientation to detail, accuracy and the meeting of deadlines
- Proficient in English and Spanish
- Ability to travel up to 75% of the time to support program operations
- Must possess a valid Texas driver's license, reliable transportation, and current automobile insurance
- Must have a clean driving record for at least three years prior to employment
- Ability to represent the Food Bank RGV in a courteous, professional manner
- Ability to understand and follow instructions without direct supervision
- Ability to work cooperatively with other staff, volunteers, store employees and agency personnel
- Knowledge of correct ways to lift heavy objects safely and physical ability to do so
- Must be available to work evenings and weekends

EDUCATION/CERTIFCATIONS:

- High School Diploma or GED required
- Associate's or Bachelor's degree in Social Services, Public Administration, Business, or a related field preferred
- Experience working with federally funded programs (CDBG, HUD, or similar) preferred
- ServSafe Safe Food Handler certification preferred; or ability to obtain

SKILLS/ABILITIES:

- Strong data entry and reporting skills with a high level of accuracy
- Proficiency in Microsoft Office and basic database systems
- Ability to manage documentation and maintain organized records for audit readiness
- Strong customer service skills with a focus on professionalism and responsiveness
- Ability to train and guide partner agencies on program requirements
- Problem-solving skills and ability to address issues proactively
- Ability to coordinate across multiple departments and external partners
- ServSafe Safe Food Handler certificate preferred or able to be maintained

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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: _____