



**FOOD BANK OF THE RIO GRANDE VALLEY, INC.  
FULL TIME HOURLY  
JOB DESCRIPTION**

**POSITION TITLE: Volunteer Services Specialist**

**ACCOUNTABLE TO: Manager of Volunteers Services (MVS)**

**GENERAL DESCRIPTION: The primary objective of this position is to assist the MVS with the coordination and implementation of all programs of the Volunteer Department and helping develop and implement new volunteer opportunities, and documentation of volunteer impact.**

**RESPONSIBILITIES:**

- Actively recruits, schedules, and assists new volunteers, both individually and as groups.
- Actively recruits and assists dedicated volunteer leaders.
- 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.
- Assists the MVS in ensuring volunteer satisfaction is met through experience, organization, communication and exceptional customer service behavior.
- Works closely with other Project Area Supervisors or staff members to develop Volunteer job descriptions, training materials and project calendars for project areas.
- Assigns volunteer tasks based on priority needs of the FBRGV and preferences and skills of the volunteer.
- Maintains effective and timely communication with MVS.
- Maintains and updates volunteer calendar as appropriate, ensuring calendar invites are accepted and acknowledged by Project Area supervisors and the MVS.
- Attends and participates weekly volunteer Services meetings (with a printed calendar overview of groups/entities scheduled for the week ahead,) special trainings or other activities directed by MVS.
- Keeps volunteers informed of organizations activities and encourages volunteer participation on onsite and offsite projects such as distribution sites, gleaning 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—through the designated software platform and filing system.
- Maintains records of all Volunteer correspondence such as emails, thank you notes, awards, mail etc.
- Provides MVS with a daily report of number of volunteers, groups, categories, organizations and any urgent updates.
- Provides MVS with a monthly report of the previous month every First Friday of every month.
- Assists the MVS with sending out a monthly e-blast to volunteers and written out Thank-You cards for volunteer groups.
- Contributes to team effort by assuring that volunteers are directed to appropriate departments and that they receive the appropriate training.
- Evaluates existing procedures and recommends improvements to the MVS.
- Develops and maintains a positive relationship with other programs, businesses, 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 and churches, etc.
- Evaluates existing procedures and recommends improvements to the MVS.
- Assists in Coordinating FBRGV's Volunteer events including National Volunteers Week, Volunteer Thanksgiving, Christmas Luncheons, business expos and other events.
- Assists with coordinating and recruiting volunteers for themed nights
- Manages own administrative and clerical tasks on a timely and organized manner.
- Performs additional duties as assigned and requested by the MVS.

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

### **QUALIFICATIONS:**

- Must be bilingual. (English and Spanish)
- Flexible Schedule. Must be able to work on weekends and some holidays.
- Excellent communication skills, both written and verbal
- Customer service oriented
- Ability to manage time efficiently and have access to reliable transportation
- Ability to understand and follow instructions on complex matters
- Ability to represent the Food Bank in a courteous professional manner
- Ability to work independently with minimum supervision
- Attentive to detail, accuracy, and the meeting of deadlines
- Ability to communicate tactfully with other staff members, volunteers, agency representatives and the general public
- Excellent writing skills and thorough knowledge and experience in Business English, Spelling, Punctuation and Grammar
- Ability to present a professional demeanor under a variety of conditions
- HS Diploma and Bachelor's Degree preferred.

## EXPECTATIONS

- Be consistent with meaningful communication.
- Demonstrate willingness to learn and implement new processes, assignments, policies and procedures.
- Demonstrate respect for FBRGV and towards coworkers, supervisors, managers, volunteers, donors, and visitors.
- Report to work as scheduled and seek approval from your supervisor in advance for any changes to the established work schedule, including the use of leave, days off, late or early arrivals and departures.
- Perform assigned duties and responsibilities with the highest degree of public trust.
- Respond in a timely manner to all emails and assigned tasks.
- Ensure all policies and procedures are implemented, enforced, and followed.
- Meet all deadlines given by MVS.
- Set reminders and take full ownership of job responsibilities.
- Devote full effort and intentions on ensuring tasks are being done in a productive and time efficient manner.
- Use state equipment, time, and resources judiciously and as authorized.
- Support efforts that ensure a safe, positive, and healthy work environment.
- Utilize leave and related employee benefits in the manner for which they are intended.
- Resolve work-related issues and disputes in a professional manner and through established business processes. Do not take any issues on a personal level. No gossip, or hear-say will be tolerated.
- Meet or exceed established job performance expectations. Doing the least is not tolerated in the FBRGV work culture.
- Accept and take full responsibility of mistakes or errors and ensure they are addressed immediately.
- Make work-related decisions and/or take actions that are in the best interest of the FBRGV.
- Comply with the letter and spirit of all state and court policies and procedures to which FBRGV is held accountable for.
- Report circumstances or concerns that may affect satisfactory work performance to management, including any inappropriate (fraudulent, illegal, unethical) activities of other employees.
- Obtain approval from supervisor prior to working overtime, or cutting assigned hours.
- Work cooperatively to achieve work unit and the Volunteer Department's goals and objectives.
- Conduct themselves at all times in a manner that supports the mission of FBRGV and the performance of their duties.

The Food Bank of the Rio Grande Valley, Inc. provides equal employment opportunity without regard to race, color, sex, religion, national origin, political belief, age or disability. The Food Bank RGV conforms to all applicable federal and state laws, rules, guidelines and regulations and provides equal employment opportunity in all employment and employee relations.

The Food Bank RGV assures that all applicants for employment and all Food Bank RGV employees are given equal consideration based solely on job-related factors, such as qualifications, experience, performance and availability. Such equal consideration applies to all personnel actions, including but not limited to recruitment, selection, appointment, job assignment, training, transfer, promotion, merit increases, demotion, termination, pay rates and fringe benefits. The Food Bank RGV reviews, evaluates and monitors all personnel matters to ensure that they are in accordance with this policy.

The Food Bank RGV takes seriously and will investigate promptly and thoroughly all charges of alleged discrimination in employment, and inform the Food Bank RGV employees of their rights in regard to equal employment.

The Food Bank RGV requires its personnel to act in conformity with the principles outlined in this statement through strict adherence to the above statements and recognizes that the effective application of equal opportunity in employment must involve more than a non-discriminatory statement. The Food Bank RGV recruits, hires, trains and promotes into all job levels the most qualified persons without regard to race, color, religion, sex, national origin, political belief, age or disability status. The Food Bank RGV takes positive steps to eliminate any discrimination from its personnel practices, and creates an environment that encourages equal opportunity for all of its employees.

The Food Bank RGV distributes information regarding equal employment opportunity through the employee handbook and various publications. Equal Employment Opportunity related complaints may be made to your supervisor or Department Director.