

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

**FULL TIME EQUIVALENT: 1.0**

**POSITION TITLE: Donor Services Associate**

**ACCOUNTABLE TO: CFO & CEO**

**GENERAL DESCRIPTION: The primary objective of this position is to record donations into the database and maintain appropriate donor records. Employee is expected to carry assignments to completion with a minimum of direction; to convey at all times a courteous, professional image and to use discretion and good judgment based on a thorough knowledge of Food Bank RGV activities.**

**RESPONSIBILITIES:**

- Ensures all donations are accurately posted in DonorQuest
- Maintains records/files of all donors, donations and correspondence
- Inputs acquisition donor data and maintains updates of all cultivation donors
- Prints out donor reports based on a as needed basis
- Maintains a positive relationship with all donors, FBRGV staff and board members.
- Assist in answering questions pertaining to donations by following FBRGV policies and procedures.
- Assist Volunteer Services Specialist with the mailing of thank you letters for all contributions.
- Performs regular clerical duties: copying, faxing, filing, etc.
- Contributes to team effort by accomplishing related results as needed

**QUALIFICATIONS:**

- Excellent computer skills in windows environment
- Excellent communication skills, both written and verbal
- Ability to understand and follow instructions
- Ability to work independently with minimum supervision
- Orientation to detail, accuracy, and the meeting of deadlines
- Above average typing skills and general experience with office equipment and computers
- Ability to communicate tactfully with other staff members, Board members, volunteers, donors, and the general public
- Ability to present a professional demeanor under a variety of conditions
- Access to reliable transportation

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.