



## **Core ReStore Volunteer: Call Center Assistant Position Description**

**Supervisor and Department:** ReStore Staff, ReStore Operations

### **Who You Are:**

You are an effective communicator that likes talking to people from diverse backgrounds. You are detail oriented and love multi-tasking and organizing when there are a lot of moving parts. You want to be a part of a group of like-minded people that share similar values and look for an organization that welcomes everyone to be a part of the mission. You are seeking an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

### **Who we are:**

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to put God's love into action by bringing people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all.

To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. The organization also works with existing low-income homeowners in formerly red-lined Denver neighborhoods to do critical home repairs. Throughout its 42-year history, Habitat Metro Denver has served more than 2,500 households and is the 8th largest producer in the Habitat U.S. network.

Habitat for Humanity's ReStores support Habitat's mission to build and preserve affordable homeownership opportunities in the Metro Denver area. The ReStores are home improvement outlets that sell donated building materials, home furnishings, appliances, and more at a discount to generate funds to support Habitat for Humanity.

### **How We Succeed Together:**

Habitat Metro Denver's **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.





## **Core ReStore Volunteer: Call Center Assistant Position Description**

**Overview:** The ReStore Call Center Assistant will add capacity to Habitat for Humanity of Metro Denver's ReStore Call Center and logistics operations. This position will primarily focus on customer service and communication with potential and current donors.

### **Major Responsibilities:**

- Become a Habitat for Humanity ambassador to our daily volunteers, donors, and customers by embracing our Cultural Blueprint
- Make donation pick-up reminder calls
- Record and return voicemails
- Answer live donation requests
- Schedule donation pick-ups
- Represent Habitat Metro Denver in a positive and professional manner
- Be informed and current with Habitat news, policies, and procedures

### **Time Commitment:**

- 12 hours per month, weekly shifts
- Shifts are flexible during store hours: Tuesday – Saturday, 10am – 5pm

### **Knowledge, Skills & Abilities:**

- Proficient computer skills
- Experience using scheduling software, or willingness to learn
- Excellent customer service skills
- Ability to pass background check

### **Training:**

- Habitat Volunteer Orientation
- Training on phones, computers, and scheduling systems
- Training on ReStore operations

**Location:** Denver ReStore: 70 Rio Grande Blvd, Denver CO 80223

**Impact:** The ReStore Call Center Assistant will allow us to improve our response time with donors. A faster response time leads to better interactions and a greater likelihood of receiving donations. The volunteer support will also allow our staff to work on additional projects and stay ahead of the call volume.

### **Volunteer Benefits:**

- ✓ Camaraderie with a welcoming team of staff and volunteers (including BBQ's/happy hours/formal recognition events)
- ✓ Habitat swag
- ✓ 25% off select items at the 4 Metro Denver Habitat ReStores
- ✓ Develop professional skills and leadership skills
- ✓ Scholarship towards a week-long Habitat Denver Global Village Trip after one year of service