



Front Desk Core Volunteer

Supervisor and Department: People Experience Coordinator, People & Culture Team

Who You Are:

You are organized, detailed, and a real “people person”. You like to help people connect to a mission and enjoy meeting them in person or picking up the phone to do so. 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. Since being founded in 1979, Habitat Metro Denver has served more than 2,500 households and is one of the top ten producers in the Habitat U.S. network nationwide.

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.





Front Desk Core Volunteer

Overview:

This volunteer supports the People Experience Coordinator by providing coverage at the front desk. They provide excellent experiences for guests, including answering the phones and directing callers to the appropriate staff member.

Major Responsibilities:

- Become a Habitat for Humanity ambassador to our daily volunteers and community members by embracing our Cultural Blueprint.
- Answer and direct calls, make referrals, and transfer calls to the appropriate staff member.
- Welcome guests into the building, answering their questions and (if applicable) notifying staff of their arrival.
- Fill out the stewardship document.
- Assist with ongoing organization and upkeep of office supplies.

Time Commitment: One 5-6 hour shift per week (Monday-Friday).

Knowledge, Skills & Abilities:

- Ability to pass background check
- Ability to sit at a desk and talk on the phone for extended periods of time
- Customer service focus
- Punctuality
- Basic computer (including Excel) skills
- Ability to work effectively with people of diverse backgrounds
- Passionate about Habitat for Humanity of Metro Denver's mission
- Enjoys making connections in the community

Training:

- Habitat Volunteer Orientation

Location:

- Habitat Metro Denver Headquarters (430 S Navajo St)

Impact:

As the first point of contact, this volunteer will support the community by communicating and representing Habitat's mission and values. They will create a welcoming environment for the public and provide information that connects families to local services.

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