



Volunteer Position Description

Assignment Title:

Front Desk Volunteer

Supervisor and Department:

Sarah Reiter, Office Administrator, Administration and Finance

Purpose or Overview:

This is a critical position for the functioning of our main office. You will be the first point of contact for partner families, volunteers, and visitors. You will answer and direct calls, sort mail, greet visitors, and support our team through a variety of other administrative duties. Your efforts will keep our organization running smoothly.

Major Responsibilities:

- Answer and direct calls, make referrals, and transfer calls to the appropriate staff member
- Greet visitors, answer questions, and notify staff know about appointments
- Sort Mail
- Take inventory of office supplies and stock new items
- Support special projects like bulk mailings and coupon cuttings

Time Commitment:

- At least 2-3 hours one day a week; must be available from 12:30-1:30pm at minimum

Qualifications:

- Customer service focus
- Basic computer skills
- Punctuality
- Integrity – comfortable working independently and with supervision from staff
- Excellent communication skills
- Ability to work effectively with people of diverse backgrounds
- Passionate about Habitat for Humanity of Metro Denver's mission
- Willing to make a long-term commitment

Training:

- 2-3 days of shadowing
- All other training will be provided on the job as needed

Service Location:

- Habitat for Humanity of Metro Denver Headquarters
3245 Eliot Street, Denver 80211

Impact:

The Front Desk Volunteer supports the community by communicating and representing Habitat's mission and values. As the first point of contact, you will create a welcoming environment for the public, connect families to local services, and help keep donations flowing into our ReStores.

Volunteer Benefits:

- Support Habitat for Humanity in the comfort of an air-conditioned office
- Camaraderie (BBQs/happy hours/and formal and informal recognition events) with a welcoming team of staff and volunteers
- Habitat swag
- 25% discount at the 4 Metro Denver Habitat ReStores
- Develop professional skills
- Scholarship towards a week-long Habitat Denver Global Village Trip after one year of service