



Volunteer Position Description

Assignment Title: Core Volunteer - ReStore Call Center Assistant

Supervisor and Department: Call Center Supervisor, ReStore Donations Procurement

Overview:

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:

- Make donation pickup reminder calls
- Record and return voicemails
- Answer live donation requests
- Schedule donation pickups as needed

Time Commitment:

- 2-3 hour shift once a week on Wednesday, Thursday, or Friday
- Shifts begin at 1:00pm

Qualifications:

- Proficient computer skills
- Willingness to learn scheduling software
- Customer service experience is highly preferred

Training:

Volunteer will be trained on our phones, computer, and scheduling systems; ReStore policies and operations; and how to handle donor questions. A list of accepted donations will be provided.

Service 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.