



On-Call Front Desk Position

Supervisor and Department: Sarah Reiter, Admin

Who You Are:

You are organized and detail oriented. You like helping connect people and don't mind 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. 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.

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.





On-Call Front Desk Position

Overview: This is a critical position for the functioning of our main office. You will be the first point of contact for homeowners, 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:

- Become a Habitat for Humanity ambassador to our staff, volunteers, homeowners, and community by embracing our Cultural Blueprint
- Provide **on-call** support for our front desk when the Workplace Coordinator is unable to be in the office.
- Answer and direct calls, make referrals, and transfer calls to the appropriate staff member
- Answer the door, greet visitors, answer questions.
- Receive packages
- Sort Mail, process checks, scan mail
- Some support on special projects like bulk mailings and coupon cuttings

Time Commitment: On-call as needed.

Knowledge, Skills & Abilities:

- Flexible Schedule – can work within a few hours notice
- Ability to sit for long periods of time
- 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
- Ability to pass background check

Training:

- Habitat Volunteer Orientation
- 2-3 training shifts

Location: Habitat Main Office: 7535 E Hampden Ave Suite 600 Denver, CO

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:

- ✓ 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