



Volunteer Position Description

Assignment Title: ReStore Secret Shopper

Supervisor and Department: Dana Griffin, 15F – ReStore Executive

Purpose or Overview:

Secret Shoppers would visit one or more of the local Metro Denver ReStores to provide feedback on environment, customer service, and other areas of interest to the affiliate.

Major Responsibilities:

Visit the ReStore(s) and provide feedback to specific questions regarding your shopping experience.

Time Commitment:

Visits can be done monthly or bi-monthly any day of the week between 10am and 6 pm. Depending on how many stores the volunteer chooses to visit, the time commitment could range from one to eight hours. Must be willing to complete the Secret Shopper paperwork within 36 hours of visiting the ReStore so details stay top of mind. Must be willing to meet with Director of Retail Operations at a convenient time within two weeks of completing a round of shops.

Qualifications:

Own transportation, current auto insurance coverage, valid driver's license and ability to be insured under the affiliates auto policy.

Training:

Training on what Secret Shoppers should look for, expect, and need to convey to Directors will be provided.

Service Location:

Any or all of the five Metro Denver ReStores, located in Aurora, Denver, Highlands Ranch, Littleton and Wheat Ridge. Must be available to review results with Director of Retail Operations at Habitat for Humanity of Metro Denver main office, located at 3245 Eliot Street, Denver 80211.

Impact:

By providing ongoing feedback from a customer's perspective, Secret Shoppers will provide valuable insight to improve customer engagement and increase sales to generate additional revenue to finance affordable housing opportunities within the Metro Denver area.

Volunteer Benefits:

Lots of autonomy to volunteer whenever it is convenient for you!