



## Front Desk Volunteer

### **Volunteer Service Description:**

Twin Cities Habitat for Humanity volunteers act as a first point of contact to clients, volunteers and visitors. Volunteers respond to inquiries by providing information and directing calls to appropriate staff members.

### **Responsibilities:**

- Greet all visitors in a welcoming and professional manner consistent with the TCHFH mission and sign them in to the building
- Provide visitors with information on TCHFH's services or direct them to a staff member that can
- Answer and direct phone calls to corresponding staff member
- Provide consistent, excellent customer service
- Other duties as assigned by the Office Coordinator

### **Volunteer Impact:**

Front desk volunteers have the unique and valuable opportunity to experience many aspects of Habitat's organization. You may be the first person a potential homebuyer speaks with at Habitat, making your service invaluable. You will also help save our staff time by handling small projects that keep the organization running smoothly.

### **Skill Qualifications:**

- Working knowledge of services provided by TCHFH
- Prior reception or clerical experience is preferred
- Excellent communication skills and ability to follow oral and written direction
- Eagerness to work with a culturally diverse population
- Ability to work independently and without supervision

### **Time Commitment:**

- Shifts available Monday-Friday, 9:00am-1:00pm and 1:00-5:00pm
- Minimum six month commitment

### **Training & Supervision:**

- Attend a Volunteer Orientation
- Interview with the Volunteer Coordinator
- Training and supervision provided by the Office Coordinator

### **Contact:**

Volunteer Coordinator

[volunteer@tchabitat.org](mailto:volunteer@tchabitat.org)

Phone: 612-305-7114