**Program Information Center Volunteer**

**Volunteer Service Description:**

Twin Cities Habitat for Humanity Program Information Center volunteers act as a first point of contact to clients seeking information about TCHFH Home Ownership Program and A Brush With Kindness Program, and direct client calls to appropriate staff members for assistance.

**Responsibilities:**

* Answer incoming call inquiries
* Provide callers with consistent, accurate, unified TCHFH/ABWK program information
* Document all call information according to standard operating procedures
* Route calls to appropriate resource if needed
* Identify and prioritize issues
* Complete call logs
* Complete other duties as assigned by Intake Coordinator/Intake Associate

**Skills Qualifications:**

* Working knowledge of or willingness to learn Salesforce/Homekeeper programs and relevant data entry
* Prior reception or clerical experience
* Excellent verbal and written communication skills
* Outgoing, bubbly personality
* Eagerness to work with a culturally diverse population
* Customer service focused
* Strong organizational skills and attention to detail
* Ability to work independently and without supervision

**Time Commitment:**

* Shifts available Monday and Friday 8:30 a.m. to 12:30 p.m. and 12:30 p.m. to 4:30 p.m.
* Minimum eight-month commitment
* Expectation to stay for full volunteer shift

**Requirements:**

* Volunteer orientation and interview
* Confidentiality paperwork and background checks (to be filled out at time of interview)
* Participation in training sessions

**Training and Supervision:**

Training and supervision will be provided by the Programs and Services department

**Contact:**

Volunteer Coordinator

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

Phone: 612-305-7114