



**POSITION DESCRIPTION**  
[www.habitatmetrodenver.org](http://www.habitatmetrodenver.org)

Title: Office Coordinator	Employment Status: Full-Time
Department: 11-F Facilities	FLSA Status: Non-Exempt
Reports to: Facilities Manager	Supervises: Volunteers, Interns

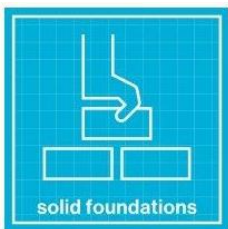
August 2023

**Who You Are:**

You're someone who can create meaningful connections with people, and you are passionate about supporting a team in a common cause. You're comfortable "wearing many hats" as you move between greeting guests, coordinating office space, and working with volunteers. People often comment on how your calm and positive demeanor creates an inclusive environment, you keep the team organized, and stay focused to see things through to fruition! You produce high-quality work consistently and you LOVE interacting with people from all walks of life. You're looking for a new position where you can make a difference in your life, the lives of others, and the world. In return, you seek an organization that appreciates your individuality and supports you as a member of a diverse and talented team. You know in your heart it's time to find an opportunity to be part of something larger – something 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. Habitat Metro Denver is also an advocate for policies that create and preserve affordable housing. We work in neighborhoods across five counties in Metro Denver to not only build, renovate and sell new homes, but also to do critical home repairs to help families stay in their homes longer. Throughout our 44-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.

**Solid Foundations** - Our mission is at the heart of everything we do. We are passionate about our work, our teams, and our relationships.

**Innovative Design** - We are curious. We embrace change. We take risks and initiative to address a complex social issue – housing. We exemplify grit and determination in our relentless pursuit to ensure everyone has a safe and affordable place to call home.

**Open Doors** - We welcome everyone. We aspire to be an inclusive organization that celebrates one humanity – where equity, diversity and inclusion are at the core of every facet of our work.

**Clear Windows** - We approach everyone with kindness, clarity, and transparency. We champion authenticity, illuminate our strengths, and hold ourselves and others accountable.

**Supportive Structures** - We have each other's backs. We collaborate. Becoming better at what we do takes all of us. By building homes and life-changing careers, we make a transformational difference in our lives and the lives of others.

#### **GENERAL DESCRIPTION:**

The Office Coordinator is responsible for general office operations including reception desk coverage, administrative support to the Facilities Manager, executive team, and other departments. As the first point of contact for visitors to Habitat Metro Denver, this is a vital and busy role, requiring the ability to successfully multitask and prioritize; take initiative; all while maintaining a calm, positive, and inclusive demeanor. The Office Coordinator must perform their role in an efficient, courteous, and professional manner that maintains high standards of service, hospitality and confidentiality.

*The following reflects the organization's definition of essential functions for the position but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential position functions.*

#### **CORE RESPONSIBILITIES:**

##### Office Administration

- Create a welcoming and hospitable environment for visitors at Habitat for Humanity.
- Answer phones in a professional, courteous manner; accurately transcribe or forward voicemail messages, route telephone calls to the appropriate staff person.
- Greeting visitors, including future homeowners and potential program applicants, to the office. Connect visitors to their host in a timely manner.
- Accurately describing HFHMD's programs to interested persons.
- In coordination with the Volunteer Department, train and supervise administrative volunteers and interns to represent Habitat for Humanity.
- Support and develop volunteer/intern pipeline by cultivating new and existing partnerships.
- Sort and distribute all incoming and outgoing mail and packages, purchase stamps, fill and maintain postage machine.
- Monitor, maintain, order and stock all office supplies.
- Maintain digital and paper files related to office administration in an organized, consistent, and user-friendly way.
- Coordinate meeting logistics including room reservations and scheduling, and monitoring room maintenance and usage compliance by internal and external partners.
- Open and close the facility each day, Monday through Friday.
- Assists with keeping the lobby neat, clean, and presentable.
- Continually evaluate administrative practices and recommend improvements as appropriate.
- Protect operation by keeping information confidential.

##### Administrative Assistance

- Anticipate work needs and follow up on own initiative. Accomplish responsibilities with minimum supervision in a timely manner while communicating consistently and appropriately with management.
- Support Leadership Team and other departments with administrative tasks such as: mailings, reserving conference rooms, scheduling meetings, coordinating food and refreshment for meetings, printing

materials, etc.

- Assist Facilities Manager with special projects.
- Review and code invoices related to office support; submit promptly to ensure accounts stay in good standing.
- Promotes organizations core values by reinforcing the cultural blueprint and fostering a positive work environment.
- Performs other duties as assigned.

#### **KNOWLEDGE, SKILLS, & ABILITIES**

- A strong belief in Habitat's mission and a desire to engage others in the organization's work.
- Behaviors and interactions accurately reflect cultural values outlined in the Cultural Blueprint above.
- Excellent interpersonal skills with individuals from diverse backgrounds.
- Diplomatic in delicate situations with volunteers, staff, families, and other stakeholders.
- Proficient with Microsoft Office, databases; ability to learn as needs of the job and available technologies evolve.
- Exceptional organizational skills.
- Ability to manage multiple projects simultaneously.
- Strong oral and written communication skills.
- Dependable and punctual.
- Proven basic math abilities.
- Able to adapt to a dynamic environment with frequent interruption.
- Ability to proactively problem solve with exceptional communication skills and meticulous attention to detail.
- Consistently displays integrity and professionalism with demonstrated ability to handle sensitive employee information with strict adherence to confidentiality protocols.

#### **EXPERIENCE:**

- 2 years or more of experience in an office support role, with a strong focus on customer service required.
- 1 year or more of volunteer or personnel management experience preferred.
- Prior AmeriCorps service, Habitat, or other non-profit employment preferred.
- Fluency in spoken and written English and (Spanish, French, or Arabic) is highly preferred. Other languages are a plus.
- Experience of providing support to senior leadership is a plus.
- Being a Colorado Notary Public is a plus.

#### **PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:**

- In person 5 days/week at Habitat headquarters location
- Ability to sit at a desk and computer for extended periods of time.
- Ability to lift, carry, and move equipment and files as needed (approx. 25-30 lbs.)
- Proof of COVID-19 vaccination is currently NOT required for employment.

#### **WORK ENVIRONMENT & CONDITIONS**

- Most work is done indoors in an office setting.
- Occasional ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable.
- A Motor Vehicle Report (MVR) will be run for insurance purposes.
- A valid driver's license and ability to be insured under the company's insurance policy is a prerequisite.

**The expected starting pay range for this position is \$18.00 - \$19.80/ hour with consideration given for**

applicable education and experience above the minimum requirements.

**Benefits** available include medical, dental and vision insurance options; 401k savings match; paid Life Insurance and AD&D policy; Short and Long-Term Disability Insurance; Paid Time Off for vacation, sick, holidays, floating holidays, Healthy Families Workplace Act (HFWA) Leave; Parental Leave and paid time to volunteer.

**Please apply by copying and pasting the following link in your browser:**

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=43409&clientkey=9F05EDCA5A4F338D08503989FA9B94C0>

**Or visit our Careers Page:**

<https://habitatmetrodenver.org/about/careers/>



*At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.*