



POSITION DESCRIPTION
www.habitatmetrodenver.org

Title: Volunteer Coordinator	Employment Status: Full-time
Department: People and Culture	FLSA Status: Non-Exempt
Reports to: Volunteer Manager	Supervises: Volunteers

OCT 2024

Who You Are:

You are someone who people can rely on, and you are always there when they need a helping hand. You enjoy the exacting work of getting all the pieces of a puzzle in the right spot and seek unique challenges every day. You're a "people person" who enjoys a balance of connecting with others and organizing extensive details behind the scenes. You are 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. People often comment how you are welcoming, organized, and a real problem solver. You know in your heart it is time to find 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 bring 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. Since being founded in 1979, Habitat Metro Denver has served more than 2,500 households and is one of the top ten producers in the Habitat U.S. network nationwide.

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:

Habitat for Humanity of Metro Denver engages thousands of volunteers each year to fulfill our mission. The Volunteer Coordinator is responsible for scheduling and coordinating volunteers for Habitat's construction sites and ReStore retail facilities. Major responsibilities include responding to volunteer inquiries, scheduling volunteer groups, tracking volunteer data, outreach, and building lasting relations with volunteers.

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's functions.

CORE RESPONSIBILITIES:

Coordination

- Respond to a high volume of volunteer inquiries promptly, via email and phone.
- Schedule volunteer groups and provide up to date and accurate materials and information to groups.
- Maintain updated information about all construction project sites and ReStore's in electronic forms.
- Coordinate outreach efforts to fill the volunteer schedule.
- Manage volunteer recruitment campaigns for construction sites (i.e. Winter Warriors).
- Attend regular Construction and ReStore meetings to assess changing needs and obtain feedback.
- Support Core Volunteer Program and Volunteer appreciation events.
- Ensure that construction sites and ReStores are stocked with sign-in tablets, registration materials and emergency information.

Data Management

- Utilize and maintain Volunteerhub and Raisers Edge databases to track volunteer scheduling and communications.
- Work with Volunteer Manager to create and maintain the volunteer master schedules utilizing Excel spreadsheets.
- Maintain, create, and document workflow processes.
- Report on volunteer statistics for leadership.

Communication & Relationship Building

- Serve as the main point of contact and a skilled Habitat ambassador for volunteers; answering questions and addressing any issues that arise while maintaining a welcoming, professional, and informative demeanor at all times.

- Communicate regularly with volunteer groups to keep them informed of opportunities.
- Provide customer service to, and collaborate with, the Volunteer team, Construction staff, ReStore staff, Sponsorship team, Database Administrator, and staffing across the organization to increase volunteer support and fulfillment.
- Maintain and expand relationships with other Colorado and International Habitat affiliates, community groups, schools, corporate partners, and other organizations to increase volunteer participation.
- In coordination with the Marketing team, create content to be utilized on social media and newsletters to increase volunteer awareness and participation. Perform site visits to various Habitat Metro Denver locations to support departments and volunteers.
- Support the Volunteer Manager and Director with Volunteer Engagement training for staff.
- Assist with special projects and other associated duties as required to help fulfill our mission in alignment with our Cultural Blueprint values.

KNOWLEDGE & SKILLS:

- A strong belief in Habitat's mission and a desire to engage others in the organization's work.
- Ability to flex style to communicate clearly, professionally, and sensitively with diverse audiences such as volunteers, donors, homeowners, coworkers.
- Strong customer service skills.
- Excellent written and verbal communication.
- Experience with Excel Spreadsheets or ability to learn quickly.
- Well-organized and highly detail-oriented with the ability to manage multiple projects simultaneously.
- Comfortable with repetitive tasks.
- Ability to independently seek solutions, but also work well in a team-based environment.
- Comfortable with public speaking in front of small and large groups of stakeholders
- Proficient with Microsoft Office, MS Teams, SharePoint, databases, and ability to learn as the needs of the position and available technology evolves.

EXPERIENCE:

- High school diploma or GED required; a bachelor's degree could be beneficial in this role.
- One year volunteer or work experience with a nonprofit preferred.
- Personal volunteer experience preferred.
- Experience working with people from diverse racial, ethnic, and socioeconomic backgrounds is preferred.
- Experience presenting to medium to large groups is advantageous in this role.
- Experience with CRM / scheduling system / database software to track volunteer scheduling and communications is desired.
- Experience with Volunteerhub and Raisers Edge a plus.
- Experience with Habitat highly preferred.

WORK ENVIRONMENT & CONDITIONS, PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- Most work is performed indoors at a desk in a shared office or meeting setting. with the ability to work remotely at times.
- Able to lift and carry up to 25 pounds when necessary.
- Ability to work at a computer for extended periods of time.
- Ability to travel to and from meetings / appointments at various Habitat retail and construction site locations at times when public transportation can be challenging.
- Ability to adequately traverse a residential construction job site (uneven grade / surfaces).

- Some work outside of traditional office hours (evenings and weekends) will be required to attend meetings, events, etc.
- Valid driver's license and ability to be insured under the company's insurance policy is prerequisite; driving is required. A Motor Vehicle Report (MVR) will be run for insurance purposes.
- Hybrid work model (minimum 2 days/week at a Habitat location, with ability to work from home the other days). During the first 6-9 months of employment additional days in the office will be required to build critical interpersonal connections and strengthen the communications team's vision, strategy, and cohesiveness.
- Habitat's office where this position will report to is currently located at 7535 E Hampden Ave #600, Denver, CO 80231 and is relocating to 430 S Navajo St, Denver, CO 80223 at the end of 2024

The Starting Hourly Pay Range for this position is expected to be \$20.05 - \$22.20 / hour. New hires are typically brought into the organization between the minimum to midpoint of the salary range posted depending on qualifications, internal equity and the budgeted amount for the role. The full Hourly Pay Range for this position is \$22.05 - \$24.30 / hour.

Benefits available include medical, dental and vision insurance options; 401k with employer match; Paid time off for vacation, sick, holidays, floating holidays; and parental leave; short and long-term disability; Healthy Families and Workplaces Act (HFWA) Leave; Paid Parental Leave (PFML); 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=92031&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.