

SCHOLARS IN SERVICE – JOB DESCRIPTION

Habitat for Humanity Greater Fresno Area

Habitat Greater Fresno Area is an affiliate of Habitat International and serves Fresno County. Habitat's mission is putting God's love into action, Habitat for Humanity brings people together to build homes, communities and hope. The vision of Habitat is a world where everyone has a decent place to live. In the Greater Fresno Area, Habitat partners with low-income families to provide affordable home ownership opportunities, improves living conditions of existing homes through neighborhood revitalization and focuses on community development and local issues.

Volunteers are vital to Habitat's mission of bringing people together and help serve hundreds of families each year.

Job Title: Front Office Coordinator

Number of Openings: 1

The front office coordinator helps set the tone to ensure a welcoming and positive experience for Homebuyers, residents, guests and staff. Good customer service skills are a must for monitoring busy phones and lobby area. The position greets visitors and helps direct them to the right staff. Needs to interact with professionalism, including boundaries and confidentiality of participants and staff.

Individual responsibilities include:

- Uphold Habitat for Humanity's mission and organizational values.
- Be familiar with the full range of Habitat's programs and services.
- Learn the contents of the front desk manual.
- Ensure visitors get the help they need in a timely manner.
- Help organize and maintain inventory.
- Monitor the call volume level at the Affiliate and report challenging situations to staff.
- Help staff with small administrative tasks, when required.

Required Knowledge and Skills:

- A commitment to the mission and ministry of Habitat for Humanity
- Knowledge of the operation and use of general office equipment.
- Strong verbal and written communication skills.
- The ability to work successfully as an integral member of a team as well as with volunteers from diverse cultures, heritages, ages, and genders.