



POSITION DESCRIPTION

<i>Title:</i> Reception Coordinator	<i>Employment Status:</i> Full Time
<i>Department:</i> Homeowner Services	<i>FLSA Status:</i> Non-Exempt
<i>Reports to:</i> Director of Homeowner Services	<i>Supervises:</i> Volunteers & Interns

MISSION:

Seeking to put God’s love into action, Pikes Peak Habitat for Humanity brings people together to build homes, communities and hope.

GENERAL DESCRIPTION:

Working under the supervision of the Director of Homeowner Services, the Reception Coordinator is responsible for general office operations including reception desk coverage, administrative support to the Homeowner Services Department and periodic administrative support to all other departments. This is a vital and busy role as the first point of contact for visitors on arrival at Pikes Peak Habitat for Humanity (PPHFH).

CORE RESPONSIBILITIES:

Reception and Common Areas

- Responsible for coverage of the front desk of the main office
- Provide professional assistance and directions to the public, program applicants, donors, volunteers, ReStore customers while answering phones in a professional, courteous manner; accurately transcribe or forward voicemail messages, route telephone calls to the appropriate staff person
- Greet visitors, including future and existing homeowners and potential program applicants, by communicating with timeliness, clarity and positivity with people of all levels and diversity, including internal and external contacts
- Accurately describe PPFHs programs to interested persons
- Ensure proper appearance of reception area, kitchen area and conference room(s) once a week
- Make off-site conference room reservations for classes and meetings
- Maintain Front Desk and Reception Coordinator Procedures manual
- Enhance the organization’s culture by reinforcing core values, working respectfully with people of diverse backgrounds, religious beliefs and fostering a positive work environment

Office Support

- Assist with administrative duties as directed; including formatting and word processing of materials and briefings; filing; assembling mailings; creating, maintaining and updating various spreadsheets, records and files
- Sort and distribute all incoming and outgoing mail
- Maintain supply of cards to show care, concern, congratulations, birthdays, and work anniversaries. Ensure the proper messaging and on-time delivery of these cards

Homeowner Services Support

- Provide administrative support in conjunction with the management of PPHFH's loan portfolio; including receipt of mortgage payments, file creation and management, database management, data entry, and reporting
- Assist with the publication and distribution of the homeowner newsletter
- Assist with distribution all homeowner communications; including monthly invoicing
- Track future homeowner program requirements including sweat equity and warranty issues

REQUIRED EDUCATION/EXPERIENCE/SKILLS:

- High School diploma/GED required
- One to two years of similar office experience required
- Excellent organizational skills, detail-oriented
- Excellent interpersonal skills and telephone demeanor
- Strong oral and written communication skills
- Proficiency and accuracy with general office equipment and personal computer, internet and various software including: MS Word, Excel, and Outlook
- Demonstrated ability to effectively prioritize multiple tasks and meet deadlines

PREFERRED EXPERIENCE:

- Experience working in the nonprofit industry
- Bilingual in Spanish and English

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- This position will require sitting at a desk for most of the day
- Throughout the day, the employee will need to be able to move around the office building to perform various tasks and access files
- Able to lift and carry up to 25-30 pounds and able to move office supplies, AV and computer equipment, etc. when necessary
- Climb stairs to access offices, meeting and work rooms in a building without an elevator

WORK ENVIRONMENT AND CONDITIONS:

- This position is non-exempt according to guidelines of the Fair Labor Standards Act and, as such, an individual in this position is eligible to receive overtime pay
- Usual business days are Monday through Friday, holidays excepted, and usual business hours are from 8:30 A.M. to 5:00 P.M. Mountain Time Zone
- This position is full-time in nature. An individual in this position will regularly work a schedule consisting of 40 hours per week
- This position's primary work site is the Pikes Peak Habitat business office location in Colorado Springs, CO. The nature and responsibilities of this position are such that the position is not eligible for alternative worksite arrangements, such as working from home, telecommuting, or flexible work scheduling, such as 4-day workweek or alternate start/end times, on a consistent or recurring basis
- Most work is indoors and performed at a desk in an area that offers little privacy
- Must pass a background check
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable
- A valid driver's license and proof of auto insurance

ACCOUNTABILITY:

- The applicant/team member shall be:
 - In agreement with the job description
 - In agreement with the policies and guidelines of Pikes Peak Habitat for Humanity
 - Accountable to the Director of Homeowner Services
- Perform other projects and tasks as may be assigned

EQUAL EMPLOYMENT OPPORTUNITY:

Pikes Peak Habitat for Humanity complies with all applicable Equal Employment Opportunity laws. Employment decisions are made without regard or consideration for race, color, religion, sex (including pregnancy, sexual orientation or gender identity), national origin, disability, age (40 or older) or genetic information (including family medical history) or any other basis protected by federal, state or local law.

APPLICATION TIMELINE & INSTRUCTIONS: NO PHONE CALLS, EMAILS OR PERSONAL INQUIRIES

- Online application window opens January 23, 2019
- Position will remain open until filled
- Apply on our website at pikespeakhabitat.org/employment
- Upload C.V./Resume
- Upload cover letter explaining how you meet/exceed the position's preferred levels of education and experience contained within this job description.