

VOLUNTEER POSITION: Volunteer Admin Assistant – Habitat ReStore

REPORTS TO: Habitat ReStore Logistics & Procurement Staff

LOCATION: Toronto office – 155 Bermondsey Road, Toronto ON

HOURS: Volunteer a minimum of 1 day per week, during office hours, Monday to Friday with a minimum 3-month commitment.

Overview:

Are you interested in volunteering to help Habitat for Humanity GTA achieve our mission of a world where everyone has a safe and decent place to live? Are you passionate about great customer service and enjoy working with a diverse team of fellow volunteers, staff and customers? Yes? Then our Volunteer Admin Assistant for Habitat ReStore role is for you!

Habitat GTA mobilizes volunteers and communities to help working, lower-income families build strength, stability and self-reliance through affordable homeownership. Habitat GTA operates retail home improvement stores called, Habitat ReStore. Our locations across the GTA sell new and gently used donated home furnishings and renovation materials to the public at a fraction of the original price. Proceeds from sales help cover the cost to build homes for families.

Position Summary:

The Volunteer Admin Assistant for Habitat ReStore will coordinate the logistics of donations of home furnishings and renovation materials from generous individuals in our community. The volunteer will provide exceptional customer service and data management which is vital to the success of our organization.

Duties and Responsibilities:

- Provide exceptional customer service
- Answer phone and voicemail inquiries; respond to emails
- Review images of prospective donor items; assess and appraise for resale value
- Handle inquiries regarding scheduling changes, updating our fleet schedule re pickup status, changes or cancellations
- Data entry in Salesforce CRM system

What you bring:

- Good command of English language and professional telephone manner is mandatory
- Proficient in MS Outlook & MS Office
- Reliable and able to work well under minimal supervision
- Ability to multi-task and solve problems
- Experience in customer service, data entry or CRM software is an asset

Benefits:

- Gain experience in customer service, data entry, logistics and Salesforce
- Meet new people and volunteer on a team with like-minded individuals
- Help others in your community and the environment
- Build your resume, post-secondary and scholarship applications
- Share your experience and skills

How to apply:

If you love working with people and are interested in making a difference in the lives of families in the GTA, and this position seems like a good match with your skill set, we'd love to hear from you. Please submit your **cover letter and resume** to volunteer@habitatgta.ca with a subject line of **Volunteer Admin Assistant - Habitat ReStore**.