



JOIN OUR TEAM!

Greater Des Moines Habitat for Humanity is a faith-based mission-driven organization with over 30 years of building homes, community, and hope in the greater Des Moines area. Currently the sixth leading Habitat affiliate out of 1,300 nationally, we are looking to double the number of low-income families served by 2020. Would you like to be part of growing Habitat and the impact of our mission?

We are seeking a highly organized, pleasant individual for our **Receptionist** role. The receptionist is the first point of contact to all entering the GDMHFH offices. The receptionist provides a first impression of warmth, helpfulness, and organization. Also, is aware of security concerns around people and assets that enter or exit the building. In addition to efficiently handling traffic, the receptionist answers calls and directs inquiries to the appropriate personnel. The receptionist is a member of the Family Services team and performs administrative functions in assisting prospective applicants and program participants in their access to services and program progress.

Major Responsibilities

- Pleasantly greet all who enter the office. Resolve visitor questions either personally or by directing them to the appropriate staff. Be a “traffic controller” to efficiently serve inquiries.
- Educate prospective applicants on programs and process to apply.
- Maintain phone directory and pictures of all staff.
- Maintain awareness of program participant status and provide answer to family inquiries.
- Know volunteer schedules and respond to inquiries.
- Complete data input for program participants for Family Services and RTB.
- Track documents received from program participants.
- Assist with data input for other teams.

What does it take to be successful in this role:

- High school diploma or equivalent required.
- 1 year receptionist or administrative experience preferred.
- Demonstrates the ability to work with diverse populations, English language learners, and language interpreters.
- Excellent interpersonal skills.
- Excellent written, verbal, and organizational skills.
- Excellent customer service skills.
- Ability to prioritize, work independently and complete multiple tasks in an effective manner.
- Strong computer skills in Microsoft Office applications required (specifically Word, Excel and Outlook).
- Convey clear, concise information to others, using verbal or other appropriate communication techniques.
- Treat others in a nondiscriminatory, lawful and ethical manner, respecting the differences among people, and the value they bring to GDMHFH.
- Follow safe practices in all work activities to avoid injuries and accidents.
- High integrity and confidentiality required.

As an employee of Greater Des Moines Habitat for Humanity, you'll enjoy the following benefits:

- Company-sponsored group medical, dental and vision insurance
- Simple IRA company match
- Paid holidays
- Paid time off
- Company-sponsored training and professional development

To apply for this position, email a cover letter and resume to careers@gdmhabitat.org.