



We build strength, stability, self-reliance, and shelter.

## **Position Description**

**Job Title:** Volunteer Engagement Fellow - ReStore  
**Reports to:** Volunteer and Community Engagement Manager – Mahnoor Zafar  
**Status:**  
**Schedule:** Tuesday – Saturday (T-F: 10:00am – 6:00pm; Sa: 9am – 5pm)  
**Compensation:** \$20-\$24/hour dependent on experience

## **Position Summary:**

The ReStore Volunteer Fellow works directly with the Habitat DC-NOVA Volunteer and Community Engagement Manager, ReStore staff, and the Development team to support the volunteer experience in the ReStores. They will move between all three ReStores on a weekly basis to provide oversight and assistance to the volunteers. This role is instrumental in ensuring a high-quality volunteer experience in the ReStores so that volunteers feel connected to our mission and the larger Habitat community.

## **Job Description:**

- Provide daily orientation to volunteers in the ReStore(s)
- Offers a high level of volunteer service by answering individual ReStore volunteer questions, providing supervision and orientation, and supporting volunteer needs throughout their experience
- Manage the administration of court-ordered volunteerism on a timely basis, including intake and verification letters
- Assists the ReStore staff in determining volunteer tasks and offering oversight and direction
- Work with staff to plan volunteer appreciation events for ReStore volunteers
- Create necessary collateral to improve communication around the volunteer experience
- Works with the Volunteer and Community Engagement Manager to schedule and prepare for volunteer groups in the ReStore
- Assists with volunteer data collection and management
- Performs outreach to individual volunteers and groups in the community
- Support the growth of the 'volunteer captain' program in the ReStores
- Provides on-site VolunteerHub support for the staff
- Attends Development Team staff meetings and volunteer planning sessions

## **Specific Knowledge and Skills Required:**

- Meet physical demands of job, requiring the ability to sit, walk, carry, push, pull, lift up to 30 pounds, and climb and bend.
- Proven ability to handle multiple tasks in a busy workplace environment
- Excellent organizational and communications skills
- Exceptional tact and excellent customer service skills
- Strong relationship building skills
- A team player, with the ability to work independently with limited supervision

- The ability to establish and maintain effective working relationships with staff, customers and volunteers.
- Ability to relate to and work with individuals of diverse races, cultures, faiths and income and skill levels
- Ability to exercise independent judgment and discretion
- 40 hours a week, variable

**Specific Knowledge and Skills Desired:**

- Proficiency preferred, not required, in VolunteerHub, MS Office Suite, internet, social media, basic computer and office equipment usage
- Willingness to support Habitat's mission, methods, principles, and structure

**Benefits and Opportunities with Position**

- One-year commitment to serve Habitat DC-NOVA
- Regular check-ins with supervisor to develop goals and explore professional development opportunities
- Membership in Habitat Young Professional network to attend social events and professional development opportunities
- Quarterly team-building events with AmeriCorps members throughout the DMV

To apply, email your resume and cover letter to Mahnoor Zafar at [mahnoor.zafar@habitatdcnova.org](mailto:mahnoor.zafar@habitatdcnova.org) with subject line **ReStore Volunteer Fellow Application**.