



Support & Guidance For Homeowners

Volunteer Role / Responsibilities
<p>Greeter / Directional</p> <ul style="list-style-type: none"> • Help direct Homeowners at venue entrance. • Guide Homeowners from Registration area to appropriate Waiting Area for a Housing Counselor or the Mortgage Lender they are there to see.
<p>Registration Table</p> <ul style="list-style-type: none"> • Greet Homeowners and ask them who their Mortgage Lender is. • Register Homeowner and provide them with a number to see their Mortgage Lender or Housing Counselor. • Direct them to the Waiting Room for Mortgage Lenders and Housing Counselors.
<p>Greeter / Exit Survey</p> <ul style="list-style-type: none"> • Welcome and direct Homeowners to Registration table and Homeowner Waiting Area. • Perform brief exit interview with Homeowners leaving event to get their feedback.
<p>Housing Counselor and Mortgage Lender Runner</p> <ul style="list-style-type: none"> • Direct Homeowners from the Waiting Area to the Mortgage Lenders and Housing Counselors. • Assist with crowd control, answering questions and ensuring Homeowners know where to be at all times.
<p>Translator/Interpreter</p> <p>If you are bilingual, and are comfortable with your skill, it is likely that you will be needed to work with borrowers in their native language - helping them understand the overall process, get registered, and possibly when meeting with their Mortgage Lender and/or Housing Counselor.</p>

- Volunteer roles will be assigned on a first come, first serve basis.
- **Please be prepared to work approximately 6 hours the day of the event or for you entire designated shift.**
- Volunteers will be given a badge to wear during the event that identifies them as a volunteer.
- Use discretion for breaks and grabbing a bite to eat. A boxed meal is provided for all volunteers at the event. Please check-in with your Volunteer Lead to make sure that backup is available at your station before taking a break or leaving.
- **Volunteer Code** The event sponsors do not allow any outside solicitation of borrowers attending this event. We require your participation in this event is strictly as a volunteer carrying out the role you are assigned on-site. It is not appropriate to use this venue to market your business or services. Please do not hand-out your business cards, brochures or other marketing/outreach materials. If we do see this being done during the event, we will ask you to leave. I hope you understand our intent and I trust this will not be an issue for anyone.