



## Nevada Foreclosure Taskforce Workshops Volunteer Roles and Responsibilities

### **Greeter / Directional**

- Help direct Homeowners at venue entrance.
- Guide Homeowners from Registration area to appropriate Waiting Area

### **Registration Table**

- Greet Homeowners and ask the name of their Mortgage Servicer.
- Register Homeowner and provide them with a number to see their Mortgage Servicer or Housing Counselor.
- Direct homeowner to the Waiting Room for Mortgage Servicers and Housing Counselors.

### **Greeter / Exit Survey**

- Welcome and direct Homeowners to Registration table and Homeowner Waiting Area.
- Ask homeowner to complete a brief exit interview before leaving event.

### **Runner**

- Direct Homeowners from the Waiting Area to the appropriate Mortgage Servicer or Housing Counselors.
- Assist with crowd control, answer questions and ensure Homeowners know where to be at all times.
- Make copies of documents for Mortgage Servicers.
- Provide relief to other Runners for breaks / lunches.

### **Translator/Interpreter**

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.

- Please RSVP to Ms. Janet Levesque at [janet.m.levesque@hud.gov](mailto:janet.m.levesque@hud.gov) to volunteer.
- **Orientation / training begins 1/2 hour prior to the public start time** in order to discuss volunteer assignments and answer any questions. Homeowners typically start to arrive 30 – minutes prior to event time. We would like to get orientation completed so that you are at your volunteer assignment station and ready to start as soon as possible. Exact start and finish times will be indicated in the confirmation sent to you prior to the event.
- **Please be prepared to work approximately 5 hours the day of the event.** If you are not able to work this entire time, please note what times you are available in your RSVP.
- A meal is provided for all volunteers at the event.
- Wear comfortable shoes as most of our volunteers will be on their feet all day. Jeans and/or nice khaki pants are fine. We want you to be comfortable!