



**Position Title:** Administrative Support – Employment Services

**Number of Positions Available:** 1

**Purpose:** Promote efficiency of the employment services department.

**Location:** Cleveland Sight Center, 1909 E. 101<sup>st</sup> Street, Cleveland, OH 44106

**Key Responsibilities:**

- Serve as the primary individual responsible for contacting and recruiting clients for regular monthly events.
- Maintain collateral materials for the department and assemble frequently used packets and folders.
- Contact clients to administer satisfaction surveys.
- Scan and upload documents into client care system.
- Other relevant duties as assigned.

**Qualifications:**

- Detail oriented with strong organizational skills.
- Past customer service experience both in person and over the phone.
- Strong communication skills.
- Experienced in operating office equipment including copier, scanner and computer.
- Computer skills including scanning, copying, uploading and file management.
- Willingness to collaborate with CSC staff or work autonomously as needed.
- Committed adherence to HIPAA.
- Past experience managing HIPAA or related private client information preferred.

**Commitment:**

- 3-4 hour weekly commitment during agency business hours (M-F 9AM-5PM).

**Age Requirement:** 16 +

**Dress Code:** Business Casual

**Training:**

- Volunteer Orientation at Cleveland Sight Center.

**Volunteer Signature:** \_\_\_\_\_