



Position Title: Survey Coordinator – Rehabilitation **Number of Positions Available:** 1

Purpose: Administer and document surveys that help Cleveland Sight Center gain insight to client and partner experiences.

Location: Cleveland Sight Center, 1909 E. 101st Street, Cleveland, OH 44106

Key Responsibilities:

- Contact clients to administer satisfaction surveys.
- Record survey responses and share overall feedback with CSC staff.
- Capture notes relevant to questions/inquiries that arise. Communicate to CSC staff promptly for needed follow up.
- Other relevant duties as assigned.

Qualifications:

- Detail oriented with strong organizational skills.
- Past experience providing customer serve.
- Strong communication skills.
- Computer skills including scanning and file management.
- Ability to multitask.
- 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:

- Occurrence: Flexible 2 hour weekly commitment (M-F 9AM-5PM timeframe).

Age Requirement: 16 +

Dress Code: Business Casual

Training:

- Volunteer Orientation at Cleveland Sight Center.

Volunteer Signature: _____