



Position Title: Application Support Specialist

Number of Positions Available: 1

Purpose: Provide support and encouragement to individuals as they complete online job applications.

Location:

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

Key Responsibilities:

- Be available for clients during lab hours to answer questions and provide support in completing employment applications.
- Build relationships with clients, supporting and encouraging their employment related goals.
- Assist with computer navigation as needed.
- Communicate updates to employment staff regarding client challenges and achievements.

Qualifications:

- Proficient computer skills including uploading and downloading files, understanding and working with various file formats (PDF, JPG, TXT, DOC), experience with Microsoft office programs, and navigation of the internet/web based job searches.
- Excellent written and interpersonal and communication.
- General problem solving skills, clerical, administrative and organizational skills.
- Experience working with diverse populations and ability to adapt to meet varying needs and skills of clients.
- Previous teaching or coaching experience or training in education, social services, or computer science preferred.

Occurrence:

- Tuesday's 10am-12pm

Age Requirement: 16+

Dress Code: Business Casual

Training:

- Cleveland Sight Center Volunteer Orientation