



Position Title: Virtual Program Support

Number of Positions Available: 1

Purpose: Support participation in virtual recreation programs at Cleveland Sight Center, connecting with clients who have requested reminders about upcoming events.

Location: Virtual/Remote

Key Responsibilities:

- Contact clients throughout the week to remind them of upcoming scheduled recreation programs, providing them with relevant date, time, and login information.
- Note the date and result of each call in the tracking sheet provided (Spoke Directly, Left a Message, no answer).
- When clients request additional information/support, promptly connect them with CSC's Recreation Specialist.
- Other relevant duties as assigned.

Qualifications:

- Understanding of and belief in Cleveland Sight Center Mission.
- Excellent interpersonal skills. Relationship and customer service skills that translate to phone and e-mail-based interactions. Ability to demonstrate professionalism and build rapport via phone, and to be responsive via email.
- Computer skills including basic data entry, use of internet, and familiarity in Microsoft Office programs.
- Willingness to educate familiarize oneself with changing recreation program offerings. Programs schedule varies monthly. Schedule is provided.
- Attention to detail.
- Ability to work autonomously and as a member of a team.
- Ability to work with and appreciate diverse populations. People-oriented with a focus on relationship building.
- Ability to work effectively in remote and in person office cultures.
- Successful completion of a background investigation.

Commitment:

- Ongoing: 1-2 hours weekly, spread throughout the week.

Age Requirement: 16+

Dress Code: N/A

Training: Volunteer Orientation