

**HEALTH CARE SURVEYOR**  
**Part Time, Temporary Position**

**POSITION DESCRIPTION:** Under supervision by the Supervising Counselor and/or Program Director, administer telephone client surveys of persons who have been served by the Health Rights Hotline.

**DUTIES:** Contact persons who have been helped by the Health Rights Hotline to seek their feedback on the services provided by the Hotline and by other resources. Accurately, thoroughly and consistently ask questions and document answers using a computer-prompted system.

**SKILLS:** Excellent computer skills. Pleasant telephone manner. Ability to call Hotline clients and seek their cooperation. Ability to follow directions accurately and thoroughly. Ability to follow established protocols. Ability to conduct survey in a consistent manner, asking questions in the same way for each person surveyed. Ability to stay “on track”, objectively asking the questions and documenting the responses, as well as keeping the interviewee “on track”, politely interrupting stories, requests for help, etc.

**EXPERIENCE/EDUCATION:** Telemarketing or other high volume telephone experience, combined with data entry preferred. Experience administering survey highly desired. Health care background highly desired.

**PART TIME, TEMPORARY POSITION:** Position will last a minimum of six months (Feb-Aug) and may be extended. For the first two months, anticipate approximately 20 hours/week; at least 10 hours/week thereafter. Specific days and hours are negotiable.

**AN EQUAL OPPORTUNITY EMPLOYER**