

Survey Caller and Data Manager (Remote/Flexible Hours)

Pay rate: \$15 per hour

Hours: Flexible, Part-time over six months

Position Description

The Nebraska Housing Developers Association is seeking a survey caller and data manager to speak with clients who have received rental assistance funds within the past year.

The goal of the survey is to understand clients' use of rental assistance funds, identify how additional funds would be utilized, and assess the clients' reliance on these funds to remain housed.

Applicants for this job should be able to comfortably speak with clients over the phone, enter and effectively manage data collected from calls, and work with NHDA staff to make modifications to survey procedures as needed.

This position can be performed remotely and will require some work during evening and/or weekend hours to reach clients on the phone. Hours will vary based on project needs. Specific scripts, schedules, and procedures will be designed by the survey caller along with NHDA staff and consultants. There is no sales or marketing component to this position.

Job Requirements:

- Access to computer, phone, and strong internet connection
- Strong speaking voice and conversational skills
- Clear and concise ability to record and enter data
- Fluency in English is required – candidates with conversational skills or fluency in additional languages will be prioritized
- Ability to work independently and adhere to set schedules and scripts
- Prior experience in customer service, sales, call center, or other client-facing role preferred

Organization

The Nebraska Housing Developers Association brings change to Nebraska by raising awareness to the need for affordable housing in every community and acting through housing programs and services. NHDA engages in policy advocacy for affordable housing, homebuyer education initiatives, and technical assistance for affordable housing developers across Nebraska. Learn more at www.housingdevelopers.org.

How to Apply

Contact Matthew Cavanaugh at matthew@housingdevelopers.org with your resume and cover letter to apply.