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COVID-19 Call Center Agent

Overview: Call Center Agent responds to incoming inquiries, providing welcoming and attentive service to callers. Agent is also responsible for conducting research to stay up-to-date on the most current COVID-19 resources, regulations and services available to the community. Call Center Agents are required to maintain the security and confidentiality of information provided by and to each caller during the course of performing job duties. Must be able to work well under pressure.

Hourly Wage Up To: \$15.88

Duties & Responsibilities:

- Provide welcoming, attentive service to callers, assessing their needs to accurately respond to inquiries or resolve issues
- Communicate effectively and diplomatically with the general public to provide information and referrals for COVID-19 testing, COVID-19 quarantine information, additional community resources and services targeted to address customer's COVID-19 related needs
- Comply with HIPAA privacy and security regulations to protect the confidentiality of all related work
- Research COVID-19 guidelines, governing policies, procedures or laws to respond to inquiries
- Work with other staff and volunteers to create a supportive community, helping to meet the needs of each caller
- Complete a COVID-19 Questionnaire with each caller, maintain a log of calls and record demographic data needed for COVID-19 records and make referrals as appropriate

General Requirements:

- High School Diploma or equivalent
- 3 – 6 months experience working in a public interfacing Overview
- Ability to multitask & work in fast paced, high call volume environment
- Strong reading and active listening skills
- Excellent phone/verbal communication skills
- Technically proficient (web search, MS Word, email)
- Ability to handle difficult calls in a professional manner
- Excellent problem-solving skills

COVID-19 Contact Tracer

Overview: Contact Tracers work to quickly locate and talk with members of the community who have tested positive for the COVID-19 virus, providing instructions on how to properly isolate themselves. The Contact Tracer attempts to identify those who may have been infected through exposure to the patient in order to prevent further transmission of the COVID-19 virus.

Hourly Wage Up To: \$20.00

Duties & Responsibilities:

- Call from list of positively diagnosed COVID-19 cases to provide quarantine instructions and to identify those who have recently been in close contact
- Communicate with consumers via phone, mail or electronic communication to notify of a potential exposure to COVID-19, provide referral for testing and instructions about quarantine procedures
- Call or virtually monitor every close contact of anyone diagnosed with COVID-19 to document a symptom check
- Collect information on COVID-19 symptoms during the call and record data into the digital system
- Comply with HIPAA privacy and security regulations to protect the confidentiality of all related work
- Assist with delegated steps in the COVID-19 case investigation process in accordance with approved scripts and protocols
- Exhibit critical thinking during calls to identify trends, gather additional information, and escalate any COVID-19 risks where necessary

General Requirements:

- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress
- Ability to show empathy to distressed individuals
- Excellent organizational and communication skills
- Ability to speak, read, and write English (second or multiple languages a plus)
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Proficiency with computers and Microsoft office 365 applications

COVID-19 Custodian

Overview: The Custodian is responsible for maintaining a clean, sanitary, comfortable and tidy environment for facility. Ensuring all office, rooms and common areas are cared for and inspected according to standards including COVID-19 cleaning protocols.

Hourly Wage Up To: \$12.47

Duties & Responsibilities:

- Clean and disinfect all areas of the facility using appropriate tools, chemicals and techniques for effective COVID-19 sanitization of the facility, while maintaining the integrity of each surface.
- Collect and properly dispose of waste to reduce chance of COVID-19 contamination
- Dust and use equipment to vacuum all required spaces daily
- Maintain adequate stock of all cleaning supplies to continuously sanitize facility for COVID-19 protection, being sure to allow for back orders of high demand COVID-19 disinfectants
- Keep storage area and cleaning cart orderly
- Observe staff and visitors for compliance with COVID-19 policies/procedures and notify management of violations as necessary
- Monitor facility for necessary improvements to protect against the spread of the COVID-19 virus, as well as any necessary facility repairs/replacements to be reported to the maintenance team

General Requirements:

- Knowledge of COVID-19 cleaning protocols, cleaning methods and techniques, sanitation products, supplies, and appropriate use of supplies and equipment
- Ability to operate various equipment used for cleaning floors and carpets
- Must be able to understand and follow directions both written and verbal
- Ability to perform physical activities that require full body movement (standing, climbing, lifting, balancing, walking, stooping)
- High School Diploma or GED & 1 year of janitorial experience preferred
- Must be able to read and write English and follow verbal and written instructions
- Must pass drug and background screen

Food Delivery Driver

Overview: The Food Delivery Driver safely drives food orders to customers and meets scheduled delivery times.

Hourly Wage Up To: \$15.59

Duties & Responsibilities:

- Deliver orders, accurately and in a timely manner, required to restock for high demand items depleted by the COVID-19 pandemic
- Review order and delivery address prior to departing to ensure stores receive items necessary for restocking
- Ensure all orders maintain food temperature requirements throughout transportation
- Communicate courteously with customers via phone or on-site to ensure on-time deliveries and customer satisfaction
- Resolve issues to ensure the customer experience is consistent with the company brand

General Requirements:

- Must be at least 21 years of age
- Must have valid driver's license and may require a CDL Class A issued by the state of legal residence with necessary endorsements and DOT qualifications
- Minimum of 3 months commercial driving experience in the food and/or beverage delivery industry required
- Ability to operate manual transmission preferred
- Ability to lift/carry/push/pull 20 to 80+ lbs. of product repetitively during each shift required
- Comfortable driving and working in inclement weather conditions with frequent stops (10+ per shift) required

Food Stocker

Overview: Food Stockers ensure proper presentation of products on store shelves and in cases. They also provide friendly customer assistance in their assigned sections of the store

Hourly Wage Up To: \$13.25

Duties & Responsibilities:

- Unload trailer quickly and safely using a hand truck or dolly cart
- Stock food items in appropriately labeled and designated food-safe storage areas, giving priority to products in high demand due to the COVID-19 pandemic
- Lift and move product and pallets which may weigh up to 75 pounds
- Work safely to prevent injury to people and damage to products

General Requirements:

- High School Diploma or GED
- Must be at least 18+ years old
- Requires hours of standing as well as continuous climbing and lifting
- Must be organized and able to move quickly and work in a fast-paced environment
- May require a drug and background screen

Order Filler/Food Distribution

Overview: The Order Filler receives merchandise that has arrived, unpacks merchandise from the warehouse, checks for damage or mislabeling, and places it in the appropriate place. Order Fillers may use handheld tracking scanners or other technology to make sure the right items are in the right place, and update inventory records

Hourly Wage Up To: \$16.64

Duties & Responsibilities:

- Use product numbers and line codes to ensure accurate and rapid retrieval of products for shipment to meet the high demand for restocking caused by the COVID-19 pandemic
- Load, unload, order fill, packs, and/or processes freight in an accurate and timely manner, giving priority to items in high demand due to the COVID-19 pandemic
- Monitor stock to assure adequate supply
- Follow COVID-19 safety procedures and guidelines to maximize personal safety. Handle and processes freight in a safe and correct manner

General Requirements:

- High School Diploma or GED preferred
- 4 – 6 months Distribution Center or Warehouse Environment experience preferred
- Ability to lift up to 50 pounds repetitively and occasionally lift and move up to 80 pounds
- Ability to work in extreme temps. and to meet the demands of frequent lifting, walking, standing, moderate climbing of stairs, occasional sitting, stooping and kneeling

COVID-19 PPE Asset Management Specialist/PPE Inventory Clerk

Overview: The PPE Specialist supports the company with COVID-19 preparedness and mitigation efforts by maintaining records of personal protective equipment (PPE) and related supplies in inventory.

Hourly Wage Up To: \$18.00

Duties & Responsibilities:

- Support COVID-19 preparedness and mitigation efforts
- Monitors agency's COVID-19 PPE inventory
- Maintain database of COVID-19 PPE inventory
- Coordinate PPE distribution and inventory with agency staff & contacts to reduce chance of COVID-19 contamination
- Review orders for completeness, accuracy, and compliance
- Maintain detailed inventories of PPE materials and supplies being distributed
- Respond to PPE requests from departments
- Perform other of COVID-19 job-related duties as assigned

General Requirements:

- A high school diploma or equivalent is required
- Provide accurate and efficient data entry into electronic systems
- Function in a teamwork environment and coordinate work with other employees, supervisors, and managers as appropriate
- Prof of Microsoft excel, Microsoft office
- Ability to operate a computer and other office equipment such as a calculator, copier, and printer
- Maintain a respectful demeanor, interact effectively with others, and recognize and attend to self-care when job stress, heavy workload and stressful situations occur

COVID-19 Temperature Screener & Social Distancing Monitor

Overview: The Temperature Screener & Monitor is responsible for screening patients, staff and visitors specifically for COVID-19 symptoms, as a means of preventing of spread of the virus within the agency. The Screener/Monitor also ensures that everyone is practicing proper social distancing.

Hourly Wage Up To: \$15.70

Duties & Responsibilities:

- Review & document Covid-19 screening questions (provided by worksite) with visitors
- Check temperatures of all visitors and employees prior to allowing entrance to building, screening for temperature ranges linked to the COVID-19 virus
- Follow established COVID-19 protocol to grant or deny entry based on questionnaire responses and/or temperature readings
- Direct visitors as appropriate to maintain social distancing required to reduce chance of COVID-19 cross contamination
- Frequently wipe down and disinfect working area to remove COVID-19 virus from services
- Provide COVID-19 PPE to visitors as needed, monitor inventory of COVID-19 PPE and request supplies when needed
- Assess potential improvements to reduce the spread of COVID-19 and for visitor flow when warranted

General Requirements:

- High School Diploma or equivalent
- Must possess ability to obtain HIPAA certification
- Ability to interpret temperature readings
- Excellent interpersonal skills and ability to adapt
- Ability resolve unforeseen problems with little to no direction while following company policies
- Must demonstrate professional/ethical and be able to maintain strict confidentiality.
- Experience in medical operations is preferred

COVID-19 Workplace Sanitation Specialist

Overview: The Workplace Sanitation Specialist creates a safe and clean environment for staff and visitors by disinfecting surfaces to reduce opportunities to transmit the COVID-19 virus.

Hourly Wage Up To: \$14.66

Duties & Responsibilities:

- Use appropriate COVID-19 disinfectants to sanitize visitor & staff accessible areas of the facility, with a sense of urgency and prioritization, focusing on shared surfaces, high-traffic areas and high-touch point surfaces
- Monitor visitors & staff for proper use of PPE and report COVID-19 policy violations to designated representative

General Requirements:

- Understand OSHA & CDC sanitization recommendations
- Work productively with minimum supervision
- Must be able to stand for long periods; bend, lift, climb, stoop, and carry work equipment
- At least 6 months of experience in a cleaning position
- Must be able to read and follow detailed instructions in English