

COVID Response Center (CRC) Operator

Assignment Summary

Collect and communicate basic employee and student information and into relevant databases for Case Investigators.

Assignment Hours

Staff are needed part-time, COVID Response Hotline is active 24/7 - all shifts available.

Duties

- Answer phone calls and/or e-mails for COVID19 hotline to establish initial contact
- Document information into relevant databases for Case Investigators
- Provide reassurance and information to distressed individuals
- Coordinate/communicate with case managers, other operators, students, faculty and staff
- Comply with all Public Health, State, and/or Federal policies and regulations

Qualifications

- A strict understanding of patient confidentiality, customer-service, and empathy
- An understanding of cultural sensitivity and an ability to maintain trust
- Employee will be required to sign confidentiality agreement

Training Provided

- Campus COVID19
- HIPPA training

Additional Note

Bilingual speaking individuals needed