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