



COVID-19 RESPONSE COORDINATOR

DISTINGUISHING CHARACTERISTICS

COVID-19 Response Assistant has strong interpersonal skills and can work well independently and as a part of a team. They adapt quickly to new technologies and systems and is flexible towards changes in processes and instructions. They can prioritize tasks and manage stress in a fast-paced environment. They possess a strong attention to detail and excellent time-management skills. These candidates are confident in asking questions and taking initiative to solve problems.

Employees at this level are expected to be fully qualified and able to perform difficult and responsible office support work within the framework of established work methods and procedures and to use independent judgment in selecting and applying specific references, procedures, sequences and alternatives to different worksituations.

CURRENT POSITION:

Position duties can be met via a blended model of in person office and telework.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

- Receives and responds to COVID-19 related phone calls, voice mail messages, and emails
- Prepares and distributes daily and weekly reports, maintaining time and attendance records, establishes and maintains logs and files
- Prepares, updates, and maintains computerized spreadsheets and databases on a personal computer for tracking, investigation, and statistical recordkeeping purposes; prepares and completes periodic and requested reports summarizing a variety of information and COVID-19 records.
- Develops, implements, and oversees procedures, work processes, and tracking/documentation systems to support assigned administrative responsibilities; designs appropriate worksheets, computerized and hard copy filing systems, verification and double-checking tools and mechanisms, and other processes.
- Researches, interprets and/or applies various guidelines related to COVID-19 response and administrative support functions.
- Receives, compiles, verifies, and inputs a variety of data/documentation into appropriate spreadsheets, databases, and information systems; reconfigures data for reporting and statistical purposes.
- Receives and processes documents from the public, other agencies, and other County departments relative to and in accordance with protocols of assigned program/operation, division, or department.
- Interfaces with and monitors contracts with County departments/vendors as assigned.
- Receives/screens department mail and manages correspondence and administrative work flow in the department manager's office while ensuring deadlines are met.
- Performs a variety of clerical and specialized duties in support of assigned work unit as necessary and upon request; performs related duties as assigned.
- Coordinates and schedules fixed site and mobileclinics
- May supervise clerical or paraprofessional staff, such as contact tracing team.

Knowledge of:

- The application and operation of common word processing and spreadsheet software used on personal computers.
- Standard and accepted office procedures, practices, systems and equipment as applied to accounting and financial recordkeeping operations.
- Standard and accepted English usage, spelling, grammar, and punctuation.
- Standard and accepted record keeping systems and filing processes of assigned work unit.
- Standard and accepted statistical and mathematical calculations.
- Personal computer and office equipment necessary for successful job performance.
- Business letter and report writing.
- Standard and accepted administrative practices in governmental agencies.
- Standard and accepted personnel management practices.

Skill to:

- Analyze assignments received, differentiate between two or three sets of information, identify and interpret general department information, know, observe, problem solve, remember, understand, explain, and count.
- Learn, interpret, and apply relevant laws, codes, guidelines, and regulations affecting assigned areas of responsibility in response to COVID-19
- Understand and carry out both oral and written directions in an independent manner.
- Learn the organization and operations of the County, assigned work unit, and of outside agencies as necessary to assume assigned responsibilities.
- Organize duties and determine priorities in order to meet assigned deadlines for self and others.
- Interpret, explain and apply operating policies, rules and procedures related to assigned functions.
- Compile and maintain extensive records and files.
- Word process/type at a speed necessary for successful job performance.
- Operate and utilize a variety of office equipment including computer hardware and software as assigned.
- Analyze situations carefully and adopt effective courses of action.
- Recognize issues of a confidential nature and handle appropriately.
- Plan, organize and schedule priorities for self and others in an effective and timely manner.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly, concisely, and tactfully in both oral and written forms.
- Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others.
- Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

EMPLOYMENT STANDARDS:

High school graduate or equivalent with three years of full-time experience performing significant and progressively responsible office clerical duties that has included providing direct support to management level staff

SPECIAL REQUIREMENTS: May be required to work flexible hours including evenings and weekends on some occasions; must possess a valid operator's license issued by the State Department of Motor Vehicles. Must successfully complete a pre-employment background investigation. Your position may be required to serve as a Disaster Service Worker during a County emergency. Consistent attendance is an essential function of the position.

SELECTION: Selection procedures will be determined by the number and qualifications of applicants and may include a qualification screening, skills examination, and oral interview.