

CONFIDENTIAL JOB DESCRIPTION

Human Resources Coordinator/COVID Coordinator

JOB SUMMARY:

Under general supervision of the Assistant Superintendent of Human Resources, supports COVID-19 Consultants and school administrators with Group Tracing notification letters during COVID-19 surges. Customer service-oriented interactions with people answering incoming calls related to COVID-19, including the general public, and making outgoing calls to people identified to have had contact with an individual that tested positive for COVID-19. Provides technical support for Human Resources.

ESSENTIAL JOB FUNCTIONS:

- Handles inbound and outbound contacts in a courteous, timely, and professional manner.
- Updates staff close contact letters, group tracing letters, preschool letters, outbreak letters, community/non-close contact letter; and high case transmission letter templates with last date of exposure and distribute to impacted staff, parents and community.
- Will have access to eSchoolPlus to distribute letters to classroom and staff.
- Responds to all inquiries consistent with confidentiality and privacy policies and refers callers to alternate sources when appropriate.
- Research systems to find missing information as applicable; coordinate with other school sites and departments to resolve issues as applicable.
- Follows processes and procedures; performs all tasks in a courteous and professional manner.
- Responds effectively to all forms of inbound and outbound contacts, provides responses to questions, and in specific instances, refers callers to the appropriate supervisor, county, or state agency representatives for service and/or when problems or concerns occur.
- Reviews and processes all COVID-19 leave requests for current District employees.
- Provides technical support between multiple Human Resources Information Systems (HRIS) for the purpose of meeting department and Payroll needs.
- Audits, verifies, and reconciles salary computations in conjunction with Payroll.
- Collects confidential information and develops reports for use during labor negotiations and grievances.
- Performs LiveScan services to include scheduling appointments for applicant fingerprinting.
- Issues security access to all employees utilizing S2NetBox database.
- Performs other duties as assigned by management.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- High school diploma or equivalent.
- Bilingual, Spanish-English, is desired.
- Excellent organizational, written, and oral communication skills.
- Basic knowledge of Microsoft Office Suite (Excel, PowerPoint, Word, Outlook), familiarity with computer and Windows PC applications and the ability to learn new and complex computer system applications.

- Highly reliable with the ability to maintain regular attendance and punctuality.
- The ability to evaluate, troubleshoot, and follow-up on community/staff questions, an aptitude for conflict resolution, problem solving and negotiation.
- Must be customer service oriented (empathetic, responsive, patient, and conscientious).
- Ability to multi-task, stay focused, and self-manage, strong team orientation and customer focus.
- Excellent interpersonal skills and the ability to build relationships with your team and staff.
- Knowledge of modern office procedures, methods, and practices; appropriate English usage, spelling, grammar, punctuation, and mathematical processes; standard office machines, equipment, and personal computer applications.