

CONFIDENTIAL JOB DESCRIPTION

CONTACT TRACER

JOB SUMMARY:

Under general supervision, supports customer service-oriented interactions that requires interaction 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, responding to inquiries, and making outbound phone calls related to COVID-19. Will conduct highly confidential phone interviews, gather data, and work in multiple systems to help contain the spread of COVID-19 in accordance with performance standards, policy, procedures, and protocol.

ESSENTIAL JOB FUNCTIONS:

- Handles inbound and outbound contacts in a courteous, timely, and professional manner.
- Transfers/refers staff and community to appropriate entities according to the established guidelines.
- 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; coordinates 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.
- Listens to contacts, understands their needs, and resolves issues.
- Follows all required scripts, policies, and procedures.
- Utilizes knowledge base and training to accurately answer staff and community questions and maintain updated knowledge of the program including its policies and procedures.
- Complies with requirements surrounding confidential information and personal information.
- Escalates stakeholder issues to the appropriate staff and managerial for resolution as needed.
- Ensures first call resolution through problems solving and effective call handling.
- Attends meetings and trainings and reviews all new training material to stay up-to-date on changes to program knowledge, systems, and processes.
- Adheres to all attendance and work schedule requirements.
- 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.

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- 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.

Confidential Salary Schedule: Range 14
BOARD APPROVED: 08/04/21
REVISION DATES: