

Position:	COVID Support Specialist	FLSA: Nonexempt
Department:	Student Services and Support	Salary Grade: 5
Reports to:	Associate Superintendent or designee	

OVERALL OBJECTIVE AND SUMMARY

Under the direction of the assigned supervisor, the COVID Support Specialist is responsible for tracking, processing, and sharing data required for, or related to, students, staff and families in various COVID related situations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Help contain the spread of COVID in accordance with district, state and county policies, procedures, and protocols as directed
- Assist with COVID testing and registration as needed
- Work in the vaccination clinic, assisting with registration, data, etc. as needed
- Follow District protocols regarding COVID exposure, close contacts, positive cases, etc. as directed
- Collect and track data as it relates to students and staff COVID vaccinations, COVID test results and close-contacts as directed
- Assist with calling students, staff and families to report COVID test results
- Facilitate contact tracing for potential students and staff exposures
- Follow-up with modified quarantine options for students and staff
- Facilitate tracking of quarantine and return to campus requirements and dates
- Communicate clearly, concisely, timely, and kindly with the students, staff and families, both in written and verbal formats
- Enter, import, and export COVID data into the appropriate spreadsheet in a timely manner
- Send the required notices to students and staff who are required to quarantine or isolate due to COVID in a timely manner (as defined by a variety of governing agencies)
- Maintain confidentiality of all COVID related information with non-essential people
- Ensure PPE is well stocked and maintained on school campus
- Perform other duties as assigned that support the overall objective of the position

QUALIFICATIONS

Knowledge of:

- Terminology, policies, practices and procedures of the area to which assigned
- Interpersonal skills using tact, patience, and courtesy
- Skills to analyze programs, policies and operational needs
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Record keeping, office organization and clerical skills
- District organization operations, policies, goals and objectives

Ability to:

- Prepare spreadsheets, graphs and charts, and enter, import, and export data to and from databases
- Ability to explain, understand, and adhere to COVID protocols and state and county guidance

- Communicate with students, staff and families in a professional and empathetic manner
- Utilize data to make improvements as needed
- Maintain professional and positive relationships with other service providers, community groups, and the neighborhood
- Maintain patience, enthusiasm, and a positive attitude
- Respond quickly to unscheduled situations
- Plan work and carry through to completion independently
- Initiate and exercise independent judgment in the application and follow through of established procedures
- Communicate effectively both orally and in writing
- Operate a computer including, but not limited to, spreadsheets, databases, and word processing
- Conduct oral presentations and/or training to support staff and/or community
- Analyze situations and develop appropriate recommendations
- Interpret and explain district policies
- Independently perform all of the duties of the position

PHYSICAL ABILITIES

This position requires:

- The ability to sit for prolonged periods of time
- Sufficient vision to read printed materials
- Speaking and hearing ability sufficient to hear over a phone and carry on conversations
- The ability to demonstrate flexibility and ability to respond quickly in emergency situations

EDUCATION AND EXPERIENCE

Equivalent to graduation from high school; additional vocational or college courses in health or a related field and four years of general clerical experience requiring frequent public contact preferred.

LICENSES AND CERTIFICATES

- First Aid/CPR certificate

Board Approved: October 13, 2021

Range Updated: July 1, 2025 per CBA