|  |  |
| --- | --- |
| Job Title: | **COVID-19 Response Coordinator** |
| Department: | **Human Resources** |
| Reports to: | **Human Resources Director** |
| Grade: | **C** |
| Supervises: | **N/A** |
| FLSA Status: | **Exempt (40 hours/week, Temporary Position)** |
| Prepared by: | **Betsy Rees** |
| Date: | **March 11, 2021** |
|  |
| Purpose:To assist employees, HR Director, and HS Site Manager with communications and required processes during the COVID-19 pandemic.  |
| Position Objectives:* To meet the Federal and State requirements of the COVID-19 pandemic.
* To ensure that all work is completed accurately and in a timely manner.
* To represent the Agency in a professional, friendly, and caring manner.
 |
| Essential Functions:***Employee Communications*** * Contact person for all employee COVID-19 contact inquiries.
* Provide support to employees in navigating the time off process and determining eligibility.
* Coordinate information with HS Site Supervisors and other NMCAA supervisors regarding COVID-19 affected employees.
* Communicate with the HS Site Manager regarding LARA requirements.
* Make contacts with appropriate Health Departments to assist in determining next steps.
* Communicate with the Reception Coordinator regarding any PPE needs that are required.
* Communicate with the Facilities Coordinator regarding any cleaning requirements.
* Send notices of potential exposure to employees as needed.
* Communicate with employees and supervisors as needed.

***Other**** Stay on top of CDC regulations and any changes provided to employers from the State of Michigan.
* Update Policies and Protocol as changes occur.
* Coordinate required trainings.
* Set up a confidential internal tracking system with the HR Director.
* Complete other duties as requested.
 |
| **Measured by:*** 90 Day Performance review
* Review of records
* Ongoing assessment.
* Cooperation with and feedback from coworkers.
 |
| **Minimum Education:*** Bachelor’s degree or equivalent preferred.
 |
| **Minimum Experience:*** One to two years in a customer service or social services setting.
 |
| **Essential Abilities:*** A commitment to the NMCAA philosophy and mission.
* Ability to maintain confidentiality.
* Ability to interact positively with co-workers and clients in a non-judgmental, tactful, and courteous manner.
* Ability to suggest innovative approaches in completing job responsibilities.
* Ability to work openly and cooperatively as a team member.
* Ability to perform physical tasks to carry out specific job duties.
 |
| **Minimum Skills Required:*** Excellent computer skills, including data entry, multi-media communication skills (email, text, Zoom, MS Teams, etc.
* Ability to use basic office equipment (copier, fax machine, desktop computer, phone).
* Excellent customer service and interpersonal communication skills.
* Excellent organizational skills and attention to detail.
* Self-motivated, a cooperative and effective team member.
* Ability to handle multiple tasks with multiple interruptions.
 |
| **Minimum Physical Expectations:*** Physical activity that always involves keyboarding, sitting, phone work, filing.
* Physical activity that involves extensive time working on a computer.
 |
| **Minimum Environmental Expectations:**The COVID-19 Response Coordinator position may operate remotely in a work from home or in an office setting, as dictated by current Michigan COVID-19 response restrictions. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. |