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| 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** |
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| 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. | |