

Supplement - Job Description for COVID-19 Relief Positions

I. Position Concept

Provides general pandemic relief efforts, such as cleaning and sanitizing frequently touched areas throughout the day. Provides assistance to customers in resource rooms or through check-in processes. Provides safety measures and maintenance for administration support functions. Assists in coordinating special functions as assigned.

II. Essential Functions

- Disinfect highly touched areas of the center throughout each day (i.e. doorknobs, light switches, keyboards, etc.)
- Process each customer at front desk area, including but not limited to asking COVID-19 screening questions, taking each customer's temperature, supplying masks, and providing next steps for the customer.
- Ensure hand sanitizer, masks, and other PPE is readily available for use in public areas.
- Monitor supply inventory and report needed supplies to OneStop Operator or Office Manager.
- Maintain safe behavioral practices and follow safety procedures while cleaning and/or speaking with customers.
- Assist customers with resource room services.
- Greet the customer with excellent customer service.
- Assist customers with signing into the center.
- Ask questions from the triage question sheet to make sure they are being served in the way they need.
- Inform staff of customers arrival for an appointment immediately using the appropriate service slip.
- If a customer is unsure about being registered in SCWOS, check in SCWOS using your staff account to see if they are registered or not. (If not make sure they get registered)
- Participate in soft skills training at least once per month, and demonstrate skills while on-the-job.
- Perform job duties at alternate work sites if required (locations include Anderson, Clemson, Easley, and Seneca).

III. Other Duties Include, But Not Limited To

- Report any acts, incidents, or conditions that reflect the possibility of inappropriate staff-to-participant/family relationships.
- Perform other duties as assigned or needed.

IV. Position Specifications

Education: High school diploma or equivalent required.

Experience: Six months general office, administrative, and/or customer service experience preferred. Experience should include customer service, time management skills, and familiarity with office equipment and cleaning supplies.

Skills: Detail-oriented, excellent verbal and written communication skills. Ability to interpret, adapt and apply guidelines and procedures. Ability to work independently and utilize initiative, ability to be organized and to meet deadlines. Proficient in Windows environment, Microsoft Office (Excel, Word), ability to learn and utilize other software programs. Must be able to correctly identify and follow instructions for safe and appropriate use of cleaning solutions and chemicals.

Physical Demands: Ability to sit at a desk or stand for long periods of time, and tolerate extended periods of data entry. Must be able to lift up to 25 lbs. Must be able to use cleaning solutions and chemicals. Must be able to interact with the public for long periods of time, including abiding by social distancing requirements. Must be willing to wear a mask when social distancing is not possible. Must be free of communicable diseases as required by the state and to the extent that knowledge is attainable under the law.

Other: Maintain an appropriate and valid state driver's license. Must meet state criminal background check requirements. Successfully complete State of South Carolina Criminal History Background Check requirements as well as meet the associated policies on background screening.

Travel: Must be able to meet requirements for Auto Insurance and be able to drive for business purposes. Must have reliable transportation. Must possess and maintain an appropriate and valid state driver's license. Ability to use personal vehicle for business use.

This position is temporary (no longer than six months) and will provide skills training, wages and health benefits while seeking full-time employment.

SC Works is an equal opportunity employer/program. Accommodations can be made upon request for persons with disabilities.