



NEW YORK INSTITUTE OF TECHNOLOGY

College of Osteopathic
Medicine
at Arkansas State University

Job description for Contact Tracer:

The Contact Tracer will use a web-based platform to call all contacts of anyone diagnosed with COVID-19, determine exposure, assess symptoms, refer for testing according to established protocols, and provide them with instructions for isolation or quarantine. Contact Tracers will maintain ongoing communication with contacts to assess symptoms, ensure compliance with quarantine and determine social support needs and/or handle reporting of issues that arise. Contact Tracers are required to follow set scripts and adhere to policies and procedures. They will also comply with Department training regarding confidential information related to personal information.

Call contacts of newly diagnosed cases.

Communicate with contacts in a professional and empathetic manner maintaining emotional and cultural awareness.

Collect and record information on symptoms and needs into the data base system with accuracy.

Provide contacts with approved information about isolation and quarantine procedures, and if appropriate, refer them to testing according to protocol and/or to a COVID-19 Community Support Specialist for social resources.

Follow a set script to inform contacts about the importance of isolation or quarantine and what to do if symptoms are present or develop.

Must be very comfortable with computer data entry on web-based platform.

The position is considered temporary with a least 6-month engagement expected

Adheres to contact center scheduling, ensures telephone coverage during contact center hours of operation.

The contact center will operate 7 days a week, Evening and/or weekend work may be required.

Pay rate \$15 an hour

Minimum Qualifications:

High school diploma, or equivalent required. Must be 18 years of age or older. Some college training preferred. Clinical experience preferred.

Ability to speak, read, and write English clearly and concisely. Fluency in a second or multiple languages would be a plus.

Employment is contingent on completion of a background check



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Minimum Qualifications (continued)

Own telephone, computer, wireless internet (WiFi) and electronic equipment.

Must have access to a working PC with Windows 10, Antivirus Protection: Windows Defender and Windows Firewall; or Mac with Apple OS X 10.13, Antivirus Protection: Sophos; and personal mobile device to use for this job.

Preferred Skills:

Ability to exhibit a professional, positive attitude and independent work ethic.

Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress.

Ability to show empathy to distressed individuals and assist with identifying solutions to problems identified.

Adheres to established levels of service.

Excellent organizational and communication skills.

Sound judgment required.

Call Center experience preferred.

Ability to handle confidential information with discretion and professionalism.

Proficiency with computers and data entry into electronic tracking systems.

Please email: deltaphi@nyit.edu

In the subject line please type: **Contact Tracer Position**

Include your name and phone number to receive the link for an application.