

## **COVID-19 Contact Tracer**

*Franklin County, OH - REMOTE*

### **Summary**

Contact Tracers are essential to the safe and successful reopening of Ohio's economy by protecting against community spread of COVID-19.

Once a person has been diagnosed with the virus, our team of skilled Contact Tracers works quickly to identify and interview contacts via telephone call, notify them of possible exposure, and inform them of proper quarantine protocol. Contact Tracers also assess the contact's symptoms and possible risk factors, and provide the contact with information related to social distancing, symptom monitoring, testing, care, and other resources.

### **Responsibilities:**

- Work remotely from home using office hardware/software/multiple computer applications (e.g., computer, iPhone, internet)
- Conduct phone interviews with individuals who have been exposed to COVID-19 patients
- Collect and record individuals' symptom information into a database
- Advise individuals to follow appropriate protocols, including self-quarantine and self-isolation
- Share relevant instructions for symptom monitoring and information about quarantine and isolation
- Refer exposed individuals to COVID-19 testing locations according to protocol and support them in connecting to other resources where appropriate
- Consult and communicate approved information to respond to individuals' questions and concerns
- Maintain daily contact with the team supervisor and participate in reporting, training, and other activities as part of the team

### **Qualifications**

- Strong, empathetic communication skills are essential to this role.
- Candidates with strong computer literacy skills are more likely to be successful in this role.

### *Minimum Qualifications*

- 9 months' training/experience in office practices and procedures
- 9 months' training/experience in public relations or customer service that included techniques for handling difficult people
- 9 months' training/experience in typing, keyboarding, data entry, or word processing
- 9 months' training/experience in the operation of a personal computer
- Current Ohio resident

### *Preferred Qualifications*

- Experience in a healthcare, medical, public health, community social services, or related setting
- Experience conducting interviews
- Experience working in a remote setting
- Experience working with diverse populations and individuals with complex needs
- High proficiency in the use of a personal computer, data entry, Office 365, and Microsoft Teams
- Full-time availability (minimum 30 hours per week)
- Bilingual or multilingual (e.g., full fluency in a language other than English)
- NOTE: Bilingual/multilingual Contact Tracers are expected to communicate with non-English speakers fluently and transcribe interviews in other languages into English; partial fluency or having rough skills in another language is not equivalent to full fluency. Do NOT claim to be bilingual/multilingual on your online application unless you are fully fluent.

**For more information / How to Apply:**

[https://dasstateoh.taleo.net/careersection/oh\\_int/jobdetail.ftl?job=200003J9&tz=GMT-04%3A00&tzname=America%2FNew\\_York](https://dasstateoh.taleo.net/careersection/oh_int/jobdetail.ftl?job=200003J9&tz=GMT-04%3A00&tzname=America%2FNew_York)