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**California Human Development**

**Job Description**

**EMPLOYEE NAME:**

**Job Title:** Bilingual COVID Outreach Team Member

**Division:** Community Services

**Reports To:** Community Relief Services Coordinator  
**FLSA Status:** Non-Exempt

**Location:** Santa Rosa   
**Revised Date:** 1/25/21

**Summary Description:** This position is temporary based on funding. The Bilingual COVID Community Call Center Team Member is responsible for daily outreach related to COVID-19 education and assistance .This is a fast-paced service working with a diverse population. Duties will include such tasks as outreach, data entry, use of call scripts, speaking with clients, tabling, and ability to confidently discuss COVID related topics. The manner in which these activities occur will take into account COVID-19 safety protocols and will be both remote and in-person as possible

**DUTIES AND RESPONSIBILITIES:**

* Outreach services to disadvantaged communities including but not limited to phone banking/call center duties, social media, and tabling events.
* Engage individuals, provide information on COVID-19 services and support, ability to answer questions and accurately discuss programs and services.
* Work collaboratively as part of a dynamic and diverse team, which includes clear communication, flexibility, and humility.
* Maintain precise notes, phone and conversation logs. Ability to record accurate data and information from calls and conversations.
* Must display proficiency using various tech equipment and programs including but not limited to computers/laptop, headphones, telephones, printers, general office, and CRM (Constituent Relationship Manager) systems. Use of assigned communication devices to appropriately and professionally communicate with team members and other service providers.
* Excellent phone etiquette, organizational skills, and ability ability to maintain client files and prepare reports. Ability to provide timely and accurate documentation according to program requirements.
* Adhere to the Code of Conduct as well as established policies and procedures.
* Attend all mandatory trainings and meetings.
* Actively participate in the safety program and provide meaningful suggestions for working safely.
* Perform other duties as assigned

**Supervisory Responsibilities**

None

**Required Skills and Abilities**

* Bilingual English/Spanish is required.
* Ability to work well with diverse staff and clientele including cultural, language, sexual identity, gender, and other diversity considerations.
* Ability to work successfully both independently and cooperatively.
* Ability to read and interpret documents such as call scripts, instructions, and training materials.
* Ability to speak effectively both over the phone and in person.
* Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
* Ability to work some evenings.

**Education and/or Experience**

* High school diploma or general education degree (GED), AA/AS degree preferred.
* 1 year related experience and/or training.
* Previous experience or training in call center work desired.
* Equivalent combination of education and experience

**Physical Requirements**

Regularly*:* Talk or hear; Use hands to finger, handle, or feel; Reach with hands and arms

Frequently: Walk

Occasionally: Stand; Stoop, kneel, crouch, or crawl; Taste or smell; Lift up to 50 pounds

Vision: No special vision requirements

**Work Environment**

Moderate noise level found in a business office with computers and printers, light traffic

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is* ***at-will****. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_