



## **PANDEMIC SUPPORT AIDE**

### **DEFINITION**

This is a non-sworn entry level classification in that the duties do not require certifications or degrees. It is not intended to be a training step for any other classification. The Pandemic Support Aide is distinguished from all other citywide positions in terms of range of responsibilities, degree of independence, and required experience in that this position is being posted solely to respond to a State of Emergency and worldwide pandemic. Incumbents are trained and supervised by the Management Analyst II staff utilizing best management practices, which may change frequently as new information arises.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from higher level supervisory or management staff.

### **DISTINGUISHING CHARACTERISTICS**

#### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

*Duties may include, but are not limited to, the following:*

- Provide door-to-door, telephone, an in-person educational outreach regarding the Coronavirus Pandemic, with prioritization set by supervisor.
- Conduct outreach related to the vaccinations program for community residents.
- Perform community relations duties such as answering telephones and interacting with the public to obtain and/or provide information and assistance, retrieving information and researching citizens' questions.
- Provide support and help increase the healthy behavior of residents and the community regarding Coronavirus readiness to stop the spread and obtain proper testing when appropriate.
- Complete forms, written reports, files, and maintain records.
- Transport supplies to various locations as needed.
- Coordinate with the City's Coronavirus Outreach Team and other agencies, when appropriate, regarding issues.
- Identify potential outbreaks and report to supervisor for program modification.

- Utilizing City-provided computers and equipment, support registration of residents to appropriate testing opportunities, and supplying currently available outreach.
- Under the guidance of City Staff, provide self-administered Coronavirus Testing to community members at City designated events.
- Set up and take down event canopies, tents, tables, chairs, as needed
- Operate departmental vehicles as needed.
- May provide bilingual services.
- Perform other related duties as assigned.

### **JOB-RELATED QUALIFICATIONS**

*Some knowledge, skills, and abilities may be performed by positions at the entry (I) level in a learning capacity:*

#### **Knowledge of:**

- Operations, services and activities of a public or community health or supportive service agency.
- Office administrative practices and procedures.
- Principles and practices of data collection and report preparation.
- Computer applications, including word processing, database, and spreadsheet applications.
- Principles of record keeping and retention.
- First Aid and CPR is desirable
- Effective customer service skills for internal and external customers.
- Valid California Class C Driver's License or higher and an acceptable driving record.
- CPR Certification (acquire within 60-days).

#### **Ability to:**

- Drive a City Vehicle.
- Perform non-hazardous field and administrative duties in support of the Coronavirus Pandemic.
- Perform responsible technical administrative support work with accuracy and speed.
- Develop, interpret, apply, and explain a wide variety of technical information, and communicate difficult procedures and regulations to those encountered in the course of work.
- Speak and write in both English and Spanish is desirable.
- Research, compile and summarize information and data.

- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with a minimum of direction.
- Operate modern office equipment including computer equipment and software programs.
- Communicate clearly and effectively, both verbally and in writing.
- Use sound, independent judgment within established policy and procedural guidelines.
- Establish and maintain effective working relationships with those contacted in the course of work.

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

#### **Education:**

High School Diploma and/or course work towards GED equivalent. Medical education is highly desirable but not required.

#### **Experience:**

Progressively responsible related customer service or other type of public contact experience in a public or non-profit agency and performing duties that are closely related to the essential functions of this classification (e.g., problem solving, written, clerical, record keeping, file maintenance and computer skills), and equivalent work experience.

#### **Licenses and Certifications:**

- Valid California Class C Driver's License or higher and an acceptable driving record.

### **PHYSICAL AND MENTAL REQUIREMENTS**

Mobility – frequent sitting for extended periods; Occasional walking and standing; occasional driving may be required, depending upon assignment; occasional pushing/pulling; occasional bending, kneeling, and squatting. Lifting – occasional lifting up to 50 pounds. Must possess the physical stamina to lift and move tables and chairs and arrange facilities for community events

and/or meetings. Vision – constant use of good overall vision for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – frequent repetitive motion from writing and using a computer keyboard; frequent grasping, holding and reaching. Hearing/Talking - frequent hearing/talking to others on the telephone and in person; occasional hearing of faint sounds. Emotional/Psychological – frequent decision making and concentration; occasional public contact; occasional working alone.

### **ENVIRONMENTAL CONDITIONS**

Employees may work in the field and are occasionally exposed to loud noise levels, cold and/or hot temperatures, vibration, confining workspace, chemicals, mechanical and/or electrical hazards. Incumbents may be exposed to blood and body fluids rendering First Aid and CPR and are required to wear appropriate attire such as facial mask, facial shields, etc. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

May be required to work a varied schedule of hours, which may include early mornings, evenings, weekends, and holidays, at a variety of City facilities.