Carleton College Non-Exempt Position Description

Job Title: COVID Testing Site Support Staff
Reports To (Title): COVID Testing Site Leader/Recorder
Schedule: Shift 1 Monday-Friday 1030am-2pm
          Shift 2 Monday- Friday 330pm-7pm
          Shift 3 Saturday-Sunday 330pm-7pm

Position Overview: The COVID Testing Site Support Staff for the COVID Testing Service serves as a greeter and verifies registration of Carleton students, staff, and faculty at the testing site. In addition, this employee will instruct those requesting testing on self-collection of nasal swabs and assist with the testing and safe handling of the specimens.

Essential Job Functions/Responsibilities:

- Assists Testing Site Leader with initial set-up and closing of testing site as needed, adhering to safety standards and precautions defined by the COVID testing site.
- Greet and verify registration of Carleton students and staff as they enter the testing site.
- Prepares the testing kit with the required materials and set up for administration of the COVID-19 rapid tests.
- Provide the testing participants with the appropriate testing supplies, and instructions on obtaining acceptable specimens for COVID testing according to the defined procedures and protocols.
- Provide competent and confidential care in a customer friendly manner.
- Maintain a respectful work environment, communicating effectively with students, employees and COVID testing team members.
- Participate in all required and ongoing training.
- Perform other delegated tasks as needed to ensure an efficient, cost effective work flow.

Required Qualifications:

At the COVID testing service, services will be provided on a walk-in basis. There will be moments of a high paced workflow. This will require an individual with the following skills:

- Clear communication skills.
- Attention to detail.
- Good working knowledge of Google spreadsheets and documents.
- Ability to multi-task during busy periods.
- Ability to prioritize work assignments balancing critical needs with maximum efficiency.
- Ability to problem solve.

Preferred Qualifications:

- Customer service experience.
• Previous experience working with patients in a health-care setting.