

In response to the ongoing COVID-19 crisis, we are looking to fill the following positions:

**BILINGUAL Care Coordinator This position will serve as the first point of contact for Yakima County residents who are seeking COVID-19 Testing at the test site location(s).**

Proper personal protective equipment (PPE) outlined by the CDC will be provided - including mask, gloves, and appropriate social distancing.

**WORK SCHEDULE:** Tuesday through Saturday; 9:00am to 3:00pm (**THURSDAYS 12PM-6PM**)

**WORK LOCATION:** Yakima, WA

**PAY RATE: \$16.00-18.00/HR, DOE**

**Job Duties (specific function will vary based on need):**

- Assist individuals seeking a COVID test as appropriate; follow data security protocols; request, verify and/or change customer information for proper test administration; and collect and record insurance information as appropriate.
- Engages directly with customers to ensure they are correctly entered in the system, collects information to ensure appropriate data processing and that communication regarding results will be sent to the patient a specified time frame after testing.
- Provides information regarding the COVID-19 testing program explain the process and answers frequently asked questions.
- Provides in-depth health education to those at the testing site
- Provides in-depth education on resources available to assist with quarantine and isolation
- Provides requested resources to the patient and ensures all questions are answered prior to leaving the testing site
- Collects information on resources provided on an online database for reporting purposes
- Follows all safety protocols, wears assigned personal protective equipment and decontaminates workstation as required.
- Perform other duties as assigned.

**Our ideal candidate will demonstrate the following (Minimum):**

- Regular and reliable attendance and punctuality are essential for this position.
- Demonstrates experience in delivering exceptional customer service.
- Demonstrates ability to work effectively in a stressful, fast-paced work environment with competing demands and frequent interruptions, while adapting to rapidly changing circumstances.
- Requires a minimum of one year of clerical experience involving customer service, public contact and/or experience in a billing process (or a combination of education and/or training and/or experience, which provides an equivalent background required to perform the work of the class).
- This work is fast-paced and requires the ability to troubleshoot technology and data entry problems.
- The majority of the work will be performed standing and walking. Applicants should be prepared to stand for long periods of time.
- Strong customer services skills
- **Experience providing health information preferred**
- Skill in following oral and written instructions
- Skill in working independently
- Skill in working in a team setting
- **Bilingual in English and Spanish required**
- **Must have their own transportation to and from testing sites. Mileage will be reimbursed.**

**DATA ENTRY-CLERICAL - This is a remote/work-from-home position, that requires the ability to work 20-40 hours per week.**

**WORK SCHEDULE:** Friday - Tuesday 10AM-3PM (Hours may increase per day depending on workload. Must be available to work up to 40 hours per week.)

**WORK LOCATION: REMOTE**

**PAY RATE: \$16.00-18.00/HR, DOE**

**Job Duties:**

- Retrieve and compile information from an online database for reporting purposes, while maintaining strict confidentiality policies and procedures.
- Upload/deliver electronically the "Line list", daily to CICT team lead.
- Perform other duties as assigned by Supervisor.
- Report daily to Supervisor and communicate immediately any problems.

**Our ideal candidate will demonstrate the following (Minimum):**

- Regular and reliable attendance and punctuality are essential for this position.
- Demonstrates ability to work effectively in a stressful, fast-paced work environment with competing demands and frequent interruptions, while adapting to rapidly changing circumstances.
- Requires a minimum of one year of clerical experience involving data collection and entry.
- This work is fast-paced and requires the ability to troubleshoot technology and data entry problems.
- Skill in following oral and written instructions
- Skill in working independently

If you are interested in applying for any of these positions, here are three ways to apply:

1. Apply online at [www.expresspros.com/yakimawa](http://www.expresspros.com/yakimawa)
2. Apply in person at our office, located at 1021 S 40th Ave Suite 1 Yakima, WA 98908
3. Download our app "Express Jobs" and apply from your mobile device.