

General Information

Position Title:

Greeter/Floater

Department:

College Events & Scheduling

Date:

January 2021

Reports to:

College Events & Scheduling Staff

Location:

COVID-19 Testing Center

FLSA**Classification:**

Temporary

Position Summary

The Greeter/Floater is responsible for ensuring that all entrants to the testing center have been screened for COVID-19 symptoms and are free of those symptoms. They will remind testing participants to stay distanced and will direct them to available registration desks ensuring they stay on the designated markers for appropriate physical distancing.

Responsibilities (Essential Functions) Include % of time spend for each Essential Function

- Ask each participant to display green eMocha (symptom screening app) badge or ask symptom screening questions
- Direct participants to remain physically distanced while waiting to enter the testing area
- Ensure that too many participants do not crowd into the hallway
- Direct participants to registration desks as they become available
- Ensure physical distancing inside the testing area
- Must wear a college-approved face covering at all times
- May be cross-trained for testing registration if needed

Education and Previous Experience Requirements

- High school diploma or equivalent
- Customer service experience
- Solid computer literacy/general software use experience

Knowledge, Skills, and Abilities

- Outstanding customer service skills, including the ability to stop symptomatic individuals from entering the testing center
- Ability to work with people of diverse backgrounds and abilities
- Ability to process information quickly and accurately
- Ability to deal with multiple priorities and high-pressure situations