



## **COVID-19 Vaccine Administration Response Program**

### **Position Title: COVID-19 Data & Customer Service Specialist**

Small, locally owned pharmacies and medical practices in Lackawanna County are immediately seeking to hire college students or recent college graduates for temporary, part-time non-clinical data entry and customer service work related to COVID-19 vaccinations. These are providers that wish to be part of the collective COVID response. Whether you're looking for supplemental employment or just want to make a difference, join us in our fight against COVID-19.

Qualified employees will be required to work on-site at a business location and/or alternative venue performing COVID-19 data entry and administrative functions as directed by the employer. The COVID-19 Data & Customer Service Specialist will be responsible for entering demographic and contact information, as well as COVID-19 vaccine administration data into the Pennsylvania Statewide Immunization Information System (PA-SIIS). The position will also provide excellent customer service in clarifying information with the consumer.

- PPE will be provided.
- Workers will receive prioritization to receive a vaccine; however, vaccination is not a requirement.
- In some cases, successful candidates may also have the opportunity to work toward a pharmacy technician position, if interested.

\$13 per hour + Travel stipend

Hourly, Non-exempt

Employment Length: approximately 4 to 6 months (This is a part-time temporary position to help support local pharmacies/medical practices that are administering COVID-19 vaccinations and is not benefit-eligible.)

**Hours:** Approximately 10-20 hours per week within pharmacy/medical practice operating hours, as determined by individual pharmacy/medical practice.

### **Essential Position Responsibilities:**

- Enter demographic and contact information, as well as COVID-19 vaccine administration data into the Pennsylvania Statewide Immunization Information System (PA-SIIS), adhering to rigid DOH deadlines.

- Make outbound calls including clarifying information and confirming appointment, following the pharmacy/medical practice communication procedures, guidelines, and policies with a goal of vaccinating high customer satisfaction.

**Other Responsibilities:**

- Assist pharmacy/medical practice staff
- Providing support to vaccination events at alternative venues
- Submit related billing information on the pharmacy/medical practice computer system

**Requirements:**

- Qualified employees must meet at least one of the following criteria:
  - Be a resident of Lackawanna County currently enrolled in a college or university or a 2020 college or university graduate
  - Be a currently enrolled student of a Lackawanna County college or university residing in Lackawanna County
  - Be a currently enrolled student of a Greater Scranton Chamber of Commerce member college or university living in Lackawanna County
- Keen attention to detail
- Excellent communication skills
- Strong computer skills
- Strong phone contact handling skills and active listening
- Successfully complete Pennsylvania Department of Health training
- Multilingual language skills a plus

**Experience:**

- Prior work experience preferred

This is supported by a partnership between **The Greater Scranton Chamber of Commerce the Lackawanna County Area Agency on Aging**. This position description is a summary of the position requirements and is not intended to be all inclusive and does not constitute an employment contract.