

Customer Service Representative/Contact Tracer:

Temporary full time (approx. 12-16 weeks, with part time possible after); pay rate \$12 per hour. Must live in Gooding County and speak Spanish.

Employees in this position will provide customer service and specialized information. They will assist individuals in securing services, permits or licenses, greet clients, customers, and visitors and answer the telephone. Incumbents will possess good knowledge of department programs and services in order to provide and obtain accurate information, determine eligibility for available services and refer to the appropriate department and/or staff.

Contact Tracing will involve calling contacts of anyone diagnosed with COVID-19 to notify of the exposure, document an initial and periodic symptom check, refer them for testing according to established protocols, and provide them with instructions for quarantine. Contact Tracers are required to follow all scripts, policies and procedures provided by SCPHD, and comply with SCPHD training regarding confidential information related to personal information. A high degree of confidentiality is involved in performing work with the public.

To apply:

Please send a resume with three professional references to yhumphrey@phd5.idaho.gov with the subject line: Customer Service Job.