

Northern Ponca Housing Authority

Providing Homes, Creating Communities, Changing Lives



Position Title:	COVID Support Specialist
Department:	Administration
Reports To:	Office Management Coordinator
Classification:	Full-time; Temporary
Status:	Non-exempt
Salary Range:	\$11.00 – \$17.00
Location:	Norfolk, NE
Hours of Work:	Monday through Friday, 7:30am-4:00pm, variations in days and time as needed
Approval Date:	5/8/21

Job Function:

The COVID Support Specialist (CSS) will screen employees and visitors to the Northern Ponca Housing Authority building to determine if the employee or visitor meets health-related screening protocols. The CSS will provide cleaning, sanitation, and other support to the maintenance department, strictly following stated procedures and guidelines. The CSS will also provide administrative support to office staff and may be required to travel or perform deliveries between NPHA/PTN locations. The CSS will process applications and provide direct support to all applicants of the American Rescue Plan (ARP) U.S. Department of Treasury programs.

Essential Responsibilities and Duties:

1. Screen all visitors and employees pursuant to set protocol prior to entry into the building.
2. Notify visitors and employees who do not pass screening protocols that they may not enter the building.
3. Inform visitors that their visit must be rescheduled. Inform employees they must contact their immediate supervisor (or other designated authority) for further instructions.
4. Perform sanitation duties on frequently-touched surfaces, strictly adhering to protocols regarding schedule and method.
5. Perform office duties as directed, including greeting visitors, making and receiving phone calls, handling mail, filing, and completion of forms.
6. Process applications, gather related data to assess eligibility, and prepare reports, assessments, and tracking for the U.S. Department of Treasury programs.
7. Perform data entry duties as directed.
8. Operate office machines including copiers, scanners, phone and voice mail systems, personal computers, and other standard office equipment.
9. May be required to lift or move heavy items.
10. May be required to travel or deliver items between office sites.
11. Performs other duties as assigned.

Relationship and Authority

No supervisory responsibilities.

Requirements and Qualifications:

1. High School diploma or General Education Diploma
2. Excellent written and oral communication skills.

Desirable Qualifications:

1. Experience in general office work.
2. Experience in customer service or related work.
3. Experience in Microsoft Word, Excel, and PowerPoint programs.

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Physical Requirements/Working conditions:

1. This position is located in professional office environment, and may be required to lift and move items up to 50 lbs.

NPHA Requirements:

1. Ability to follow policies and procedures, such as personnel, safety, housing, maintenance, etc.
2. Ability to establish and maintain effective relationships with NPHA staff, contractors, tenants, and tribal members.
3. Ability to understand and relate to Native American traditions, customs, and socioeconomic conditions.
4. Works as a team to develop a "best practice" approach in housing functions.
5. Must be able to work with little or no supervision.
6. Must have a valid Driver's License and be insurable throughout the duration of employment.
7. Comply with drug and alcohol-free workplace policies.
8. Successful completion of background screens and pre-employment drug testing.
9. Travel may be required.

IN ACCORDANCE WITH TITLE VII 1964 CIVIL RIGHTS ACT, SECTION 701(b) and 703(I), PREFERENCE IN FILLING ALL VACANCIES WILL BE GIVEN TO QUALIFIED NATIVE AMERICAN CANDIDATES.

Employee Name	Signature	Date
Supervisor Name	Signature	Date