Vail School District  
Job Description

Job Title: COVID Support Team Lead  
Department: Business Support Services  
Reports To: Chief Administrative Officer  
FLSA Status: Exempt  
Level: 22  
Approved: November 18, 2020

SUMMARY: This position supervises and coordinates the day-to-day activities of COVID Support Specialists, district substitutes, and volunteers assigned to perform duties in the District’s COVID Support Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• Supervises the COVID Support Center staff and volunteers who collectively perform all functions of COVID-related communication, contact tracing, and documentation of relevant information.
• Coordinates the team’s schedules and provides daily supervisor and troubleshooting.
• Escalates issues from the team to the Chief Administrative Officer for discussion, brainstorming, and will support and implement solutions back to the team.
• Communicates process/guideline changes or new instructions to the team as appropriate.
• Tracks the team’s daily and weekly progress and provides updates to District leadership, as appropriate.
• Performs all required essential duties and responsibilities of the COVID Support Specialist.
• The COVID Support Center operates Monday through Friday, on days the District Office is open for business, from 7:00am to 5:00pm. Evening and/or weekend hours may be required.

SUPERVISORY RESPONSIBILITIES
This position supervises COVID Support Specialists, classified and certified substitutes assigned to work as part of the team, and volunteers.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE
Bachelor’s degree or higher in a related field. At least one year experience in a health, human services, or community-based organization or institutional setting is preferred. At least one year of experience with the supervision of staff. Or any combination of education, skills, experience and/or training as deemed appropriate by the Chief Administrative Officer. Demonstrated knowledge of word processing, database and spreadsheet applications.

LANGUAGE SKILLS
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Strong verbal and written communication skills required, including active listening and emotional intelligence. Must read and write in English.

MATHEMATICAL SKILLS
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
CUSTOMER SERVICE SKILLS
Ability to interact in a non-judgmental manner with culturally diverse populations and persons experiencing a wide range of social conditions. Ability to use discretion, maintain confidentiality, and ethical conduct. Ability to maintain strong time management skills (organization, prioritization, multitasking) and to work independently and as part of a multidisciplinary team.

REASONING ABILITY
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to apply critical thinking and problem-solving skills, and the ability to use sound judgment in responding to staff/student/parent issues and concerns.

CERTIFICATES, LICENSES, REGISTRATIONS
Must complete assigned contact tracing training and other training as directed by COVID Support Team Lead.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is infrequently required to climb or balance and stoop, kneel, crouch, or crawl. The employee may lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.