



CITY OF PHILADELPHIA

DEPARTMENT OF PUBLIC HEALTH
1101 Market Street, 12th Floor
Philadelphia, PA 19107

THOMAS A. FARLEY, MD, MPH
Health Commissioner

CAROLINE JOHNSON, MD
Deputy Health Commissioner

MOLLY HARRAR, MS
Director, Division of COVID-19
Containment

POSITION TITLE

COVID-19 Information Specialist

GENERAL DESCRIPTION

The Philadelphia Department of Public Health (PDPH), through its newly created Division of COVID-19 Containment, is responsible for monitoring COVID-19/SARS-CoV-2 exposure within Philadelphia and developing appropriate mitigation strategies. In order to do this, PDPH will be expanding the City's surveillance and detection capabilities to ensure that cases of COVID-19 in Philadelphia residents are quickly identified and investigated. As the lead agency responding to this public health crisis in Philadelphia, this Division will also work to educate residents on COVID-19, develop policies to slow the spread of disease, manage isolation & quarantine sites, provide infection control guidance to healthcare institutions and work with partners to address other public health issues related to COVID-19 as they arise in the City of Philadelphia.

A large component of this response is liaising with the public and external partners to share information and serve as a reliable resource during a time of great uncertainty. PDPH has been managing a call center since March 2020 to answer questions from the public along with the clinical community relating to COVID-19. The goals of the call center are to relay information on access to testing, provide guidance to individuals who test positive, address complicated exposure questions from clinical providers, and answer a variety of other questions from the public, business-owners, providers and anyone else who calls. Additionally, Information Specialists will answer inquiries that come in via email or the PDPH website.

JOB DESCRIPTION

The COVID-19 Information Specialist will be responsible for answering calls, providing information via phone and email, and ensuring that each caller is connected with either the appropriate PDPH program/staff, the appropriate service, or is satisfied with their query. This Call Center is operated out of PDPH six days a week to provide support to the clinical community and the public. This role will be responsible for working call center shifts, monitoring and answering queries from the public that come in via email and the PDPH website, and staying up to date on guidance and protocols.

SPECIFIC DUTIES

- Keep up-to-date on information and resources available in the city and state for providers and general public
- Utilize call center software to efficiently and informatively answer calls from the public and providers, take reports, and transfer appropriate callers and/or information to the appropriate PDPH staff
- Ensure that clinical providers can quickly get into contact with the appropriate staff
- Answer email and website queries from the public

REQUIRED QUALIFICATIONS

- Bachelor's degree in public health, or other related field, or equivalent work experience in public health communications or call center operations
- Excellent communication and organizational skills, and attention to detail
- Ability to interact appropriately and effectively with a wide range of persons
- Candidates should have strong critical thinking skills, excellent English language skills, including composition, grammar, and public speaking. The ability to communicate in a language other than English is highly valued
- Computer skills are necessary and should include the ability to access and navigate various databases and software programs following training
- Flexibility, professionalism and the ability to manage multiple projects simultaneously are highly valued attributes
- Equally comfortable working individually and within a team environment that emphasizes interdisciplinary collaboration in a dynamic urban health department

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This job may require moderate physical effort including lifting materials and equipment of less than 50 pounds and involves viewing a CRT or VDT screen 75 to 100 percent of the time. The position requires responding to public health emergencies and at times requires rapid turnaround of communications on short notice.

SALARY AND BENEFITS

Salary is commensurate with experience and qualifications. This position comes with a comprehensive benefits package consisting of medical and dental coverage, paid sick, vacation, and personal time, and a retirement plan.

TO APPLY

At the Philadelphia Department of Public Health, we value health justice. Our work is guided by a commitment to all people's health and humanity, and we recognize the impact that COVID-19 has on our city's diverse population. We are dedicated to building a staff that reflects the diversity of Philadelphia. We encourage applications from individuals who identify with one or more of the following groups:

- a) People of color,
- b) Individuals with disabilities,
- c) LGBTQ+,
- d) First-generation college students,
- e) Individuals from a family that has qualified for federal financial assistance,
- f) Other historically underrepresented or marginalized groups.

Applicants who are originally from and live in the Philadelphia area are also strongly encouraged to apply.

To apply, please submit:

1. A resume or CV

2. A cover letter that includes:
 - Your experience in or with Philadelphia, if any
 - Your past or proposed contributions to diversity, equity, and inclusion