



Community Organized Relief Effort

## Job Description: Check-in Assistants

One Check-In Assistant is responsible for operating computer software to check patients in to their appointments and scan a new, unused test kit with a barcode scanner.

The following steps are taken to check a patient into their appointment:

1. Click “view appointments” on the left side of the screen
2. Look up the patient using either their unique barcode identifier (written on the sticky note placed on their car window) or their first and last name
3. With a new, unused test kit, use the barcode scanner to scan the test kit and the code will then automatically generate in the field on the screen
4. Once the barcode appears, click the “confirm and check in” button

Required Skills:

- Ability to sit at a desk for consecutive hours and operate basic computer software
- Ability to remain calm in a high-stress environment
- Customer service experience is a plus

**NOTE:** This position requires the employee to wear **PARTIAL PPE** (N95 mask, surgical gloves)

Another Check-in Assistant will be responsible for providing the patient with their test kit after the online check-in is confirmed and completed. This is done using a mechanical grabber device from a safe distance. They then instruct the patient to continue to the demonstration station.

Required Skills:

- Ability to communicate with patients clearly and calmly
- Ability to stand at attention for consecutive hours and adhere to strict safety protocols
- Ability to remain calm in a high-stress environment
- Customer service experience is a plus

**NOTE:** This Registration Assistant requires **FULL PPE** (face shield, N95 mask, additional mask cover, gown, surgical gloves)