



POSITION TITLE: COVID Vaccine Appointment Scheduler

SALARY RANGE: \$16.00 per hour (35 hrs/weekly) (Temp Services)

DEPARTMENT: Health and Community Wellness

REQUIREMENT: Applicants must be City of Newark Residents.

SEND COVER LETTER & RESUME TO: williamss@ci.newark.nj.us chuene@ci.newark.nj.us

arringtona@ci.newark.nj.us cabreraw@ci.newark.nj.us

SUMMARY:

This position would look to zoom interview and start as soon as possible!

Under general supervision and according to DHCW established policies and procedures, provides a variety of specialized services in support of the operations of their assigned clinic. The requirements listed in this document are representative of the knowledge, skill, and/or ability required.

JOB DESCRIPTION:

- Creates positive customer touchpoints using friendly, respectful, and professional tone while exhibiting genuine empathy
- Effectively answer questions related to COVID vaccine registration, appointment scheduling or verification, etc.
- Gather information from customers to help get them registered for appointments or notifications.
- Accurately documents customer interaction details with limited errors
- Make appointment reminder calls.
- Schedule add on appointments as needed
- Confirm appointments.
- Other clerical duties as assigned.

Knowledge, Skills and/or Abilities:

Required: Excellent communication skills, data entry and telephone skills; detail oriented

Preferred: Knowledge of general office equipment