

City of Wrangell

Position Description

Position: Airport Greeter (COVID Testing)	Type: Temporary, Emergency
Department/Site: Fire Department	FLSA: Non-Exempt
Reports to/Evaluated by: EOC Manager	Salary Grade:

Summary

This position is intended to be a temporary hire for the period of time the City and Borough of Wrangell has in place local COVID travel testing mandates. Under the general supervision of the Emergency Operations Center Manager this position provides information to inbound travelers alerting them to the local travel testing mandates and the availability and location of COVID testing, and vaccine administration.

Distinguishing Career Features

This is a temporary position for the purpose of providing information about local COVID travel testing mandates and access to COVID testing and vaccination administration.

Essential Duties and Responsibilities

- Clear understanding of all local COVID travel testing mandates.
- Clear understanding of local COVID testing and vaccination administration locations.
- Relay knowledge of COVID mandates, testing, and vaccination to inbound travelers.
- Answer questions from inbound travelers about local COVID mandates, testing, and vaccination administration.
- Provide resources to inbound travelers about local COVID mandates, testing, and vaccination administration.
- Regular reporting to the EOC Manager regarding the effectiveness of the COVID Greeter program.

Qualifications

▪ Knowledge and Skills

- Clear understanding of all local COVID travel testing mandates.
- Clear understanding of local COVID testing and vaccination administration locations.
- Verbal communications skills sufficient to clearly, and concisely, relay information to, and answer questions from, inbound travelers.

▪ Abilities

- Requires the ability to understand, interpret, and explain local COVID travel testing mandates.
- Requires the ability to communicate effectively with incoming travelers.

- Requires the ability to exhibit professionalism when representing the City and Borough of Wrangell in this position.

▪ **Physical Abilities**

- Requires the ability to drive to the Wrangell Airport, Ferry Terminal, Harbors, or other location to greet incoming travelers.
- Requires sufficient ambulatory ability to stand for intermittent periods of time in an indoor or outdoor location while distributing information and conversing with people.
- Requires auditory ability to carry on in-person and phone conversations.
- Requires near and far visual acuity to read printed material.

▪ **Education and Experience**

- The position typically requires a high school diploma or equivalent.
- Previous customer service experience preferred.

▪ **Licenses and Certificates**

- Requires a valid Alaska driver's license.

▪ **Working Conditions**

Work is performed indoors and outdoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.