

The Indiana COVID Contact-Tracing Program is hiring remote employees to support its mission critical effort.

- All positions are 100% remote
- Applicants may reside anywhere in the continental United States.
- Multiple full-time shifts are currently available

The Position: We’re looking for Investigation Specialists and Contact Interviewers. The pay range we’re offering is \$16.00 / \$30.00/ hr. We offer training and equipment for both positions.

Training classes are scheduled to begin on September 28, October 12, and October 26.

If you are interested in pursuing either of these opportunities, please send your resume and cover letter to Ms. Courtney Browne (CourtneyBrowne@maximus.com), Diversity and Inclusion Manager at MAXIMUS.

Fieldglass Role (Job Title)	Investigation Specialist
	CSR 3 – Call Center
Pay Rate	\$30.00/hr
Reports To - Functional	Call Center Lead (Contingent employee)
Reports To – Admin	Oversight Supervisor
Contractual Classification	Lead Investigative Specialist
Experience Guidelines	<ul style="list-style-type: none"> • Bachelors’ degree required • Previous work experience with computers, phone systems, and headsets required • Previous work experience in customer service or call centers preferred
Daily Job Functions & Job Description	<ul style="list-style-type: none"> • Receive and address inbound calls from citizens related to COVID-19, typically in response to an outbound notification. Inbound callers may have tested positive for COVID-19 or have been in close contact with someone who has. • Work from a system queue to place outbound calls to individuals identified as having tested positive for COVID-19 or as having been in close contact with someone who has.

	<ul style="list-style-type: none"> • Use empathetic questioning techniques to elicit case information from individuals that have tested positive, including recent people they have been in contact with. • Make detailed notes related to interactions with individuals, including voicemails, in the CRM. • Follow published instructions, policies, and procedures for completing interactions with individuals, including working directly from a script. • Escalate calls or issues meeting designated escalation criteria to the appropriate staff for resolution. • Attend meetings and trainings as requested and maintain up-to-date knowledge of the program and system. • Adhere exactly to the schedule posted for shift start, shift end, break, lunch, and other time. • Operate a variety of systems simultaneously, including a CRM, a Knowledge Management System, a telephony system, and email. • Achieve passing quality scores on all calls evaluated by the quality assurance (QA) department. • Take direction from a team lead or supervisor to complete daily job functions or special assignments aligned with the goals above. • Adhere to the INCT Code of Conduct.
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Fieldglass Role (Job Title)	Contact Interviewer
	CSR 2 – Call Center
Pay Rate	\$16.00/hr
Reports To - Functional	Call Center Lead (Contingent employee)
Reports To – Admin	Oversight Supervisor
Contractual Classification	Initial Contact Interviewer
Experience Guidelines	<ul style="list-style-type: none"> • Associates’ degree required • Previous work experience with computers, phone systems, and headsets required • Previous work experience in customer service or call centers preferred
Daily Job Functions & Job Description	<ul style="list-style-type: none"> • Work from a system queue to place outbound calls to individuals identified as having tested positive for COVID-

19 or as having been in close contact with someone who has.

- Communicate with empathy and understanding to ensure that close contacts understand current ISDH/CDC guidance.
- Make detailed notes related to interactions with individuals, including voicemails, in the CRM.
- Follow published instructions, policies, and procedures for completing interactions with individuals, including working directly from a script.
- Escalate calls or issues meeting designated escalation criteria to the appropriate staff for resolution.
- Attend meetings and trainings as requested and maintain up-to-date knowledge of the program and system.
- Adhere exactly to the schedule posted for shift start, shift end, break, lunch, and other time.
- Operate a variety of systems simultaneously, including a CRM, a Knowledge Management System, a telephony system, and email.
- Achieve passing quality scores on all calls evaluated by the quality assurance (QA) department.
- Take direction from a team lead or supervisor to complete daily job functions or special assignments aligned with the goals above.
- Adhere to the INCT Code of Conduct.