

## Job-Aid: Line Manager – (there are multiple lines that will need to be managed)

1. Upon arrival check-in with Site Coordinator. Put on identification, review job aid.
2. The tasks of a line manager include the following tasks:
  - a. Direct vaccine clients to their next station in the vaccination process and address any delays in the line as needed.
  - b. Remind vaccine clients to wear their mask properly (securely covering both nose and mouth).
  - c. Advise vaccine clients of remaining properly distanced, and the need for frequent hand cleaning. (Family groups can be closer together)
  - d. Provide directions to restrooms, etc.
  - e. Maintain awareness of cross traffic and prevent routine mall foot traffic from using the dedicated vaccine clinic pathways.
  - f. Be alert for any vaccine clients who might need assistance (chair, wheelchair, etc.) while in line.
  - g. Exercise exceptional customer service with all vaccine clients, staff and mall patrons.
  - h. Advise site coordinator, security, or other designated staff of any incidents involving vaccine clients and escalate these incidents as needed
  - i. Be prepared to stand long periods of time during the shift