



**GEORGIA
DEPARTMENT
OF PUBLIC
HEALTH (GA)**
invites
applications for
the position of:

**Call
Center
Supervisor**

SALARY: \$23,406.00/Year

OPENING DATE: 07/25/16

CLOSING DATE: 08/08/16 11:59 PM

DESCRIPTION:

Location: Hall County Health Department, 1290 Athens Street, Gainesville, GA 30507

Recruitment: This position is open to all qualified applicants.

Pay Grade: D

Position: 00162868

*****APPLICANTS MUST COMPLETE AND PASS THE DISTRICT 2 ADMINISTRATIVE CLERICAL TEST BEFORE THE CLOSE OF BUSINESS ON THE APPLICATION DEADLINE.*****

In addition to a competitive salary, we offer a generous benefits package that includes employee retirement plan, deferred compensation, 12 paid holidays, vacation & sick leave, dental, vision, long term care, and life insurance.

District 2 Public Health serves 13 counties in the northeastern portion of Georgia and includes Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union and White counties.

JOB RESPONSIBILITIES:

Under general supervision of the Nutrition Services Director:

- Will supervise 3-4 employees, including travel and remotely located staff
- Will ensure that all WIC phone calls are answered in a timely manner and aided appropriately for the entire district
- Will create and maintain appointment templates for the district
- Will ensure phone coverage for the entire district during health department operating hours.
- Will ensure that WIC phone clients' needs are met
- Will ensure that WIC clients are called to remind them of their appointments and call to reschedule when they fail
- Will compile and maintain Processing Standards Reports

MINIMUM QUALIFICATIONS:

High school diploma or GED AND Two years of general office or administrative experience.

Preferred:

- Clerical Test score 80 or above
- WIC experience
- Bilingual: Fluent in English and Spanish

ADDITIONAL INFORMATION:

ALL APPLICANTS MUST APPLY FOR THIS POSITION AT www.dph.georgia.gov
To be considered for employment at the District 2 Public Health you must complete an online application. This job application can be found at www.dph.georgia.gov. Click on "About DPH" and then "Careers", locate position then click "Apply" to begin your application. Please make sure you have selected the specific job you are interested in and qualified for. You will receive an email or telephone call if you are selected to participate in the interview process.

Please do not send hard copies of application materials. All information can be uploaded to the online system.

Clerical test applicants must complete and submit application and clerical test before close of business on the application deadline. Applicants may also arrange to go to their nearest health department (with the exception of the Hall County Main Health Department or Prior Street/Children with Special Needs locations, due to their proximity to the District Office) during regular business hours before the close of the position applied for, to take the test.

**District 2 Regional Office:
1280 Athens Street
Gainesville, GA 30507**

Thanks for your interest in our district.

Pre-employment drug screen and criminal records check (fingerprinting) are required.

NO NIGHTS, NO WEEKENDS, NO

HOLIDAYS

AN EQUAL OPPORTUNITY EMPLOYER

NOTE: An applicant who has a disability requiring special accommodations should email

d2.web1@dph.ga.gov

For more information regarding employment with District 2 Public Health please visit

www.phdistrict2.org