



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

**Customer
Service Rep 2**

SALARY: \$24,771.59 /Year

OPENING DATE: 03/28/17

CLOSING DATE: Continuous

DESCRIPTION:

Location: Habersham County Health Department, 185 Scoggins Drive, Demorest, GA 30535

Recruitment: This position is open to all qualified applicants.

Pay Grade: G

Position: 00001539

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.

The mission of public health is to promote and protect the health of people in Georgia wherever they live, work and play. We embrace this mission by serving individuals, families, and communities to improve their health and enhance their quality of life.

JOB RESPONSIBILITIES:

- Greet clients as they enter the Health Department, entering appropriate demographic information into the electronic medical record.
- Triage the client in order to assign appropriate service.
- Function in all health department clinics (Immunization/General clinic, Women's Health clinic, Infectious Disease clinic, Child Health clinic, preparing the patient for services.
- Provide interpretation services as needed in all health department clinics.
- Provide support with population based services.
- Operate and maintain office equipment and supplies.
- Provide general support to nursing and Environmental Health staff
- Receive, screen, and direct telephone calls.

MINIMUM QUALIFICATIONS:

High school diploma or GED AND completion of 90 quarter hours (60 semester hours) at an accredited college or university OR One year of experience in a customer service setting communicating information OR One year of experience required at the lower level Customer Svc Rep 1 (GST120) or position equivalent.

Preferred Qualifications

- Be able to speak and write in Spanish

ADDITIONAL INFORMATION:

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.

All qualified applicants will be considered, but may not necessarily receive an interview. No notification will be sent to applicants except those who are selected for interviews.

Applications must include an email address and daytime phone number where applicant can be reached. Incomplete applications may not be considered.

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

Note: An applicant who has a disability requiring special accommodations should contact this office. In accordance with Georgia's Drug Free Workplace Act, it has been determined that certain positions warrant pre-employment drug testing.

We are an Equal Opportunity Employer.

For more information regarding employment with District 2 Public Health please visit our website at www.phdistrict2.org.