



Georgia Department of Public Health

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

Customer Service Representative

SALARY: \$22,519.63 - \$32,170.90 Annually

OPENING DATE: 07/21/17

CLOSING DATE: 07/28/17 11:59 PM

DESCRIPTION:

Location: Forsyth County Environmental Health, 309 Pirkle Ferry Road, Cumming, GA 30040

Recruitment: This position is open to all qualified applicants.

Pay Grade: F

Position: 00160262

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:

Under direct supervision, works and communicates with the general public, internal customers and/or external customers to provide information and services targeted to meet customer expectations.

Responsibilities

- Greets clients and receives incoming telephone calls
- Helps to resolve the clients questions and/or issues
- Directs calls and clients to appropriate staff and/or other agencies as necessary
- Enter Environmental Health data into the computer using DHD software, as well as Microsoft Word, Excel and Outlook.
- Locates and files information, some of which is written in cursive
- Collects department fees and balances cash drawer
- Other clerical duties as assigned
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MINIMUM QUALIFICATIONS:

High school diploma or GED AND Six months of experience handling customer's questions, complaints and/or providing information.

Preferred Qualifications

- Ability to read in cursive handwriting
- Experience processing applications and fees for the associated services
- Experience working in County Health Department
- Data entry experience

ADDITIONAL INFORMATION:

To be considered for employment at 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. Notifications will be sent only to applicants 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.