



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

Customer Service Rep 2

SALARY: \$24,771.59 - \$35,387.99 Annually

OPENING DATE: 02/07/18

CLOSING DATE: 02/17/18 11:59 PM

DESCRIPTION:

Location: Forsyth County Health Department, 428 Canton Rd, Cumming, GA 30040

Recruitment: This position is open to all qualified applicants.

Pay Grade: G

Position: 00001513

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 general supervision, works and communicates with the general public, internal customers and/or external customers to provide information and services targeted to meet customer expectations. May resolve complicated issues involving customer service and/or researches governing policies, procedures or laws to respond to clients or visitors.

- Interprets for all Public Health Programs
- Enters patient information such as demographics and insurance information into VHN
- Verifies Insurance Coverage and Eligibility through various websites
- Enters immunization history into VHN and the Georgia Immunization Registry
- Makes appointments for various clinics
- Answers telephone calls, check voicemail and emails returning calls appropriately
- Transfers calls to appropriate staff
- Completes miscellaneous paper work, letters and filing
- Faxes or copies any necessary information
- Cross-training - Able to cover various positions when a staff member is absent

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:

- Two years of relevant clerical experience
- Bilingual- Fluent in Writing and Speaking Spanish and English

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.