



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

**Customer Service
Rep 1**

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

OPENING DATE: 03/20/18

CLOSING DATE: 04/11/18 11:59 PM

DESCRIPTION:

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

Recruitment: This position is open to all qualified applicants

Pay Grade: F

Position: 00001543

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.

- Interpret for all Public Health Programs
- Enter patient information such as demographics and insurance information into VHN
- Verify Insurance Coverage and Eligibility through various websites
- Enter immunization history into VHN and the Georgia Immunization Registry
- Schedule appointments for various clinics
- Answer telephone calls, check voicemail and emails returning calls appropriately
- Transfer calls to appropriate staff
- Complete miscellaneous paperwork, letters and filing, and general office duties
- Fax or copy any necessary information
- Operate and maintain office equipment and supplies
- Cross-train - Able to cover various positions when a staff member is absent

MINIMUM QUALIFICATIONS:

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

Preferred Qualifications:

- Bilingual: Fluent in English and Spanish written and verbal

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.

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

Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification.

This position is subject to close at any time once a satisfactory applicant pool has been identified.

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.