



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

Customer Service Representative

Georgia Department of Public Health

SALARY: \$26,013.00 - \$32,170.90 Annually

OPENING DATE: 08/13/18

CLOSING DATE: 08/27/18 11:59 PM

DESCRIPTION:

Location: Forsyth County Environmental Health, 309 Pirkle Ferry Road, Bldg D, Ste 500, Cumming, GA 30040

Recruitment: This position is open to all qualified applicants.

Position: 00160262

Come join the team that's changing the face of public health. We are improving the health of Georgia one community at a time. District 2 Public Health (D2PH) serves 13 counties in northeast Georgia, including Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, and White counties. One of the fastest growing regions in the state, District 2 includes rural and urban communities with diverse public health challenges. At D2PH, we are focused on understanding community health challenges and developing smart solutions that allow us to make an impact in our community. We are a team of intelligent and committed individuals who are passionate about public health and serving northeast Georgia. If you want to make a difference in public health, you should join our team.

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.

Public Contact

- Receive incoming telephone calls for environmental health section. Refer calls to appropriate staff member, take and deliver messages or supply information requested.
- Greet clients and visitors immediately upon entry into the office. Assess needs, supply informational materials as indicated. Complete appropriate paperwork and direct to appropriate service area.

Data Entry and Assignments

- Compose and type routine correspondence and reports for environmental health programs.
- Type all correspondence in reference to food service establishments, swimming pools and tourist accommodations for Forsyth County.
- Create files for all environmental health programs as needed.
- File all food service establishment, swimming pool and tourist accommodation folders as needed.

Collection of Fees

- Collect fees for any and all services provided by the Environmental Health Section. This will be done with minimal errors.
- Balance individual cash drawer each day against total on daily receipt report.
- Make deposit of funds at bank and forward deposit slips and report to the District accounting office by the next work day, in the absence of supervisor.

MINIMUM QUALIFICATIONS:

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

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.