



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

**Customer Service
Representative
I, II or III**

SALARY: \$26,103.00 - \$38,926.79 Annually

OPENING DATE: 10/09/18

CLOSING DATE: 10/19/18 11:59 PM

DESCRIPTION:

Location: Union County Environmental Health Office, 46 Hughes Street, Ste. B, Blairsville, GA 30512

Recruitment: This position is open to all qualified applicants

Pay Grade: F (CSR I), G (CSR II), H (CSR III)

Position: 00001707

Work Hours: Monday - Friday, 7:30 am - 4:30 pm

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 the northeastern portion of Georgia and includes 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.

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.

In addition to a competitive salary, we offer numerous paid training opportunities; flexible schedules; student loan forgiveness; and a generous benefits package that includes an employee retirement plan; deferred compensation; 12 paid holidays; 15 paid vacation and 15 paid sick leave days per year; and dental, vision, long-term care, and life insurance.

JOB RESPONSIBILITIES:

CSR I, II or III:

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. May resolve complicated issues involving customer service and/or researches governing policies, procedures or laws to respond to clients or visitors.

- 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.
- 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.

- Enter data into the computer using DHD software and Microsoft Word, Excel and Outlook.
- Locate and file Environmental Health information.

MINIMUM QUALIFICATIONS:

CSR I:

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

CSR II:

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.

CSR III:

Bachelor's degree from an accredited college or university OR Three years of experience in a customer service setting communicating information OR Two years of experience required at the lower level Customer Svc Rep 2 (GST121) or position equivalent.

PREFERRED QUALIFICATIONS:

- Experience processing paperwork and fees for Environmental Health Services
- Experience working with Digital Health Department software

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.