



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

**Children 1st  
Customer Service  
Rep 2**

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

**OPENING DATE:** 11/05/18

**CLOSING DATE:** Open Until Filled

**DESCRIPTION:**

**Location:** Children With Special Needs/Children 1st, 440 Prior St SE, Gainesville, GA 30501 **Recruitment:** This position is open to all qualified applicants

**Pay Grade:** G

**Position:** 00001641

**COPIES OF TRANSCRIPTS ARE TO BE SUBMITTED WITH APPLICATION ORIGINALS ARE TO BE MAILED TO (originals are only needed for those contacted for an interview):** District 2 Regional Office 1280 Athens Street Gainesville, GA 30507 **Attention: Human Resources**

*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.

- Receives referrals and enters them into all appropriate data systems;
- Provide developmental screenings as assigned;
- Create and maintain Children 1st and Early Hearing Detection Intervention (EHDI) records/files;
- Monitor use and maintain supplies for the programs;
- Assist with front desk intake during assigned times;
- Other duties as assigned.

**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:**

- Be able to speak, understand, and write in English and Spanish
- Be proficient in Microsoft Office--Word, Excel, spreadsheets, Adobe
- Be proficient in data entry, filing, and general office support.

**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](http://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](http://www.phdistrict2.org).