



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

Customer Service Rep II

Georgia Department of Public Health

SALARY: \$25,500.00 - \$35,387.99 Annually

OPENING DATE: 05/23/19

CLOSING DATE: 06/06/19 11:59 PM

DESCRIPTION:

Location: Hall County Health Department, 1290 Athens Street, Gainesville, GA 30507

Recruitment: This position is open to all qualified applicants

Position: 00186581

Hours: Monday -Thursday 8am-7pm

District 2 Public Health 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.

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.

This position is with the District 2 Public Health WIC program. The WIC program (Women, Infants and Children) is a nutrition education, breastfeeding education and supplemental food program.

Come join the team that's changing the face of public health. We are improving the health of Georgia one community at a time. 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 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.

All WIC positions are subject to travel to other WIC clinics and meetings within and outside of the district.

This position may involve but is not limited to:

- Completing new / existing client in-take
- Scheduling appointments
- Printing WIC vouchers
- Working reports to build and maintain caseload
- Maintaining office supplies and inventory
- May Interpret as needed

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:

- Previous WIC experience
- Written and oral proficiency in English and Spanish

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

As an employee of D2PH, in the event of an identified emergency you may be required, as a term and condition of employment, to assist in meeting the emergency responsibilities of the department.

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.

The use of wellness breaks during the workday is authorized to support this philosophy and assist employees in meeting their wellness goals. A maximum of 30 minutes in a given workday may be used to engage in wellness activities, generally in the form of two 15-minute breaks or one 30-minute break.

For more information regarding employment with District 2 Public Health please visit our website at www.phdistrict2.org