



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

**Customer Svc Rep  
(Floater Clerk)**

## **Georgia Department of Public Health**

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

**OPENING DATE:** 07/16/19

**CLOSING DATE:** 07/30/19 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:** 00189549

**Pay Grade:** F

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.

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.

*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.*

### **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.

#### **TB Clinic**

- Registers new TB patients
- Prepares all forms for new TB patients
- Interpreter as needed for TB patients
- DOT for TB patients
- Answers phones in TB clinic
- Schedules appointments for new patients and existing patients
- Accepts incoming emails from hospital, NGPG, Diagnostic Clinic
- Assists with D& E clinic as requested

#### **Scheduling**

- Makes appointments for all clinics (Child & Women's Health, OB and STD) as needed
- Reschedules appointments as requested by clinics and/or administration

- Reminder phone calls as requested

#### Medical Records

- Pulls medical records
- Files medical records
- Answers phone calls
- Pulls faxes
- Responds to medical record request from outside facilities
- Breaks down charts for scanning

#### Front Desk

- Greets all visitors and directs to appropriate clinic
- Answers questions
- Gives out community resource information
- Checks in patients as needed and in order of when they present
- Looks up patients in VHN
- Signs in patients for IDC, CH, Immunizations, Lab
- Gives out new patient forms
- Obtains forms from patients (college, work, school, insurance cards, Medicaid cards)
- Questions female patients about pregnancy testing (urine or blood)
- Gives out pricing as requested
- Completes forms for PPD placement and reading
- Notify clinics of patient arrival
- Schedule appointments for Travel when clerk is not working
- Directs WH/OB patients to WH for services
- Gives out condoms and follows distribution policy
- Completes release of information (RIO) forms

#### Interpreter

- For any clinic, front intake, Vital Records, Fee's, phone calls, administration and any special events within the health department

#### Hearing and Vision Screening

- Assisting with back to school activities
- Trained on hearing and vision screening
- Completion of appropriate forms
- Notifies nursing staff of failures

#### Administration

- Answers phones
- Takes messages for administrative staff
- Directs visitors to appropriate locations
- Pulls time sheets
- Copies leave cards
- Sorts and stamps mail
- Places mail in staff mail boxes
- Prepares mail for district office
- Any other duties as assigned by the administrative assistant or County Nurse Manager

Other duties as assigned in all departments

Back to School – assists where ever needed in the process

Completes Scoliosis Screening forms during the screening and mails out letters as needed for follow-up or re-screening

Direct Observation Therapy (DOT) – after training to work with TB patients the floater clerk will go to the patient's home and observe the patient taking TB medications and reports back to TB nurse on any issues

### **MINIMUM QUALIFICATIONS:**

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

### **PREFERRED QUALIFICATIONS:**

- 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](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. 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 criminal records check (fingerprinting) is 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](http://www.phdistrict2.org)