



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

## Customer Svc Rep 2

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**SALARY:** \$24,771.59 - \$43,350.29 Annually

**OPENING DATE:** 08/03/20

**CLOSING DATE:** 08/17/20 11:59 PM

**DESCRIPTION:**

**Location:** Rabun County Health Department, 184 S Main St, Clayton, GA 30525

**Recruitment:** This position is open to all qualified applicants

**Pay Grade:** G

**Position:** 00001671

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 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.

1. Answer incoming phone calls, schedule appointments for the health department and the dental clinic, direct calls to appropriate staff.
2. Check clients in/out for services, update demographic data, verify insurance, process service slips and other information for the clinic. Update other systems for immunizations and labs as necessary.
3. Collect payment from self-pay patients and post payment to system.
4. Retrieve labs from systems, post results to patient's file, fax results to physician
5. Print next day schedule for clinic and dental, call patients to confirm
6. Process daily money report, and balance report with cash/other payments at the end of each day
7. Receive and process deliveries
8. Process incoming and outgoing mail daily
9. Ship state labs

**Weekly, Monthly and Other Duties:**

1. Print missing lab report and resolve any issues
2. Mail pap result letters to clients
3. Mail annual reminder letters for FP & BCCP
4. Scan and file various documents

5. Monitor surveys for different programs
6. Mail billing statements to clients
7. Other duties as assigned by supervisor

## **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.

## **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.

Georgia Department of Public Health Commissioner and leaders encourages all employees to engage in regular wellness activities and to make lifestyle choices that promote health and well-being.

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.

The candidate selected for this position may be subject to pre-employment drug screening and a criminal records check (fingerprinting). In accordance with Georgia's Drug Free Workplace Act, it has been determined that certain positions warrant pre-employment drug testing.

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.

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.

District 2 Public Health is 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).