



**COBB & DOUGLAS
PUBLIC HEALTH**

Healthier lives. Healthier community.

Employment Opportunity

Hourly Customer Service Representative

WIC - Phone Center

Position #00203309

Summary: In a team environment, under general supervision this position provides clerical duties including, greeting clients, scheduling appointments, performing patient intake tasks, answering phone calls, providing general information, etc. Responsibilities include, but not limited to, provides administrative WIC services within the standards set by GA WIC policies and procedures to assure prompt services are provided to all WIC clients. Completes the demographic data collection for CDPH and WIC appointments. Appropriately interviews clients related to income screening. Assures prompt, professional, and courteous delivery of all services.

Minimum Qualifications: High School Diploma or GED and Six months of experience handling customer's questions, complaints and/or providing information.

Preferred Qualifications: GAWIC experience, CDPH WIC experience, Spanish/English Bilingual.

We offer: Flexibility within our core operational hours. Promote learning and growth. Employee recognition program. Diverse workforce. Worksite wellness opportunities. And much more!

Salary Information: \$12.38 per hour / Up to 29 hours per week **(No Benefits)**

Applications Accepted: April 15, 2021 – April 30, 2021

TO APPLY: In order to successfully apply for a position; the hiring agency requires interested applicants to complete the Cobb & Douglas Public Health's Online Employment Application. This job application can be found at: www.cdph-ess.com. Click on "**Employment Opportunities**" and locate this position, click "**Apply**" and begin your application process.

Cobb and Douglas Public Health a nationally accredited health department, headquartered in Marietta, Georgia since 1920 promotes and protects the health and safety of the residents of Cobb and Douglas counties in partnership with several other agencies. CDPH is committed to delivering compassionate, high-quality, affordable healthcare services with special attention to the at-risk population. We work to achieve healthy people in healthy communities by: Preventing epidemics and spread of disease, protecting against environmental hazards, preventing injuries, Promoting and encouraging healthy behaviors, responding to disasters, assisting in community recovery, and Assuring the quality and accessibility of health care. By excelling at our core responsibilities, we will assist our residents in living healthier, longer and more rewarding lives.

Thank you for your interest in CDPH. 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.

Requirements for this position may be subject to: Pre-Employment Drug Screening, Criminal Background Check/Fingerprinting, Previous Employment Reference Check, Specific Immunizations, Motor vehicle check, and/or Education and/or Licensure verification.

If you require accommodations under the American Disability Act (ADA), email request by the closing date of this announcement to:

Melissa.Harteau@dph.ga.gov