



COBB & DOUGLAS PUBLIC HEALTH

Healthier lives. Healthier community.

Employment Opportunity

*Customer Service Rep 1, 2, or 3-
Position: 00002396*

Summary: Under general supervision performs a variety of clerical support functions/processes for an office or unit. Performs clerical duties, and/or a few specialized or essential clerical functions (i.e., data maintenance, filing system maintenance, transactions, etc.). The ability to comprehend information from; various web portal systems, Public Health schedules and systems, and the various programs of Adult Health, Operates and maintains office equipment. Communicates with customers, employees, and other individuals to answer questions, disseminate, or explain information and address complaints. Adheres to HIPAA Regulations. Maintains filing and record-keeping systems by, ordering medical files, putting files together, sorting, filing, maintaining supplies and ordering medical and office supplies. In an event of an emergency requiring of Public Health, all Cobb and Douglas Public Health staff will be expected to perform duties and responsibilities as assigned.

We Offer: Exceptional opportunities along with excellent benefits, which include: 12 paid holidays, 3 weeks each of annual and sick leave per year. A defined benefit retirement plan with full vestment after 10 years of full-time employment; includes an employer 401k match. Payroll deductible health benefits (medical, dental, vision, legal, long-term care, dependent life, AD&D, short and long-term disability, etc.). Medical and childcare spending accounts can be established in addition to deferred compensation options. Flexibility within our core operational hours of Monday-Friday 8am-5pm. Learning and growth opportunities. Employee recognition program. Diverse workforce. And much more!

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.

Minimum Qualifications CSR 1: High School Diploma or GED AND Six months of experience handling customer questions, complaints and/or providing information.

Minimum Qualifications CSR 2: High School Diploma or GED AND completion of 90 quarter 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 CSR 1 (GST120) or position equivalent.

Minimum Qualifications CSR 3: Bachelor's degree from an accredited college or university OR Three years of experience in a customer service setting communicating information OR Two years of experience required at the lower level CSR 2 (GST121) or position equivalent.

Preferred Qualifications/Skills: Experience scheduling client appointments, handling customers' complaints, and filing. Knowledge and usage of hardware and/or software related to the position. The ability to translate English to Spanish and Spanish to English orally and in writing is preferred but not required.

Salary Information: \$25,737-\$31,142 annually / Pay Grade F, G or H

Applications Accepted: July 9, 2021 – July 28, 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.

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: gabrielle.robinson@dph.ga.gov

CDPH has adopted the Council on Linkages Core Competency for Public Health Professionals.
AN EQUAL OPPORTUNITY EMPLOYER