



**COBB & DOUGLAS
PUBLIC HEALTH**

Healthier lives. Healthier community.

Employment Opportunity

Customer Service Rep 1 Environmental Health Position #00220993

Summary: Under limited supervision, coordinates a program, administrative, or technical operation requiring advanced knowledge of program operations, policies, and procedures. Provides guidance, consultation, and technical assistance and/or training to clients and others within the organization. Serves as a liaison between the program operation and internal/external customers. Solve problems independently based on knowledge of the operation. Greets and communicates with customers, employees, and other individuals to answer questions, disseminate, or explain information retrieved from files and records. Receives, screens and direct telephone communications. Serves as support staff to a specific geographical area and the Environmentalists. Provides secretarial support for the County Manager over the Food, Tourist and Pool Programs. Completes tasks and assignments associated with program associate support functions. (i.e., reviewing applications, data entry, completes program files, issues permits, mails invoices, receives complaints and enters these into the data system, scheduling facilities maintenance). Completes transactions according to program/operational guidelines. May mail out brochures, information pamphlets and other literature as required. In addition to other duties as assigned.

Work Conditions & Physical Demands: This position is in a general office environment and requires minimal physical exertion. Routine standing is required when interacting with customers and retrieving file records. Light lifting of items not exceeding 25 lbs. in weight may be necessary.

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

Preferred Qualifications: Experienced in customer service. Two years of experience in independently performing a range of office duties such as data entry, typing, accounting clerical and/or similar responsibilities.

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 including telework options for qualified positions. Learning and growth opportunities. Employee recognition program. Worksite wellness activities. Diverse workforce. And much more!

Salary Information: \$25,737 annual / Pay Grade F / **Applications Accepted:** November 12, 2021-December 13, 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: Gabrielle.Robinson@dph.ga.gov

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