

Looking for Work That Matters?

We're Hiring! Join Our Team.



We are Accepting Applications for the Following Position: **Customer Service Representative 1 (10124)**

Founded in the 1920s and headquartered in Decatur, GA, the DeKalb County Board of Health works to protect, promote and improve the health and well-being of all DeKalb County residents.

Our vision is for a healthier DeKalb where all residents have equitable access to public health resources and live healthy lives. If you have a passion for people and are looking to make an impact on the health of the community, we invite you to join our team! For more information about our agency please visit dekalbhealth.net.

POSTING DATE: 09/19/2023

APPLICATION DEADLINE: 10/03/2023

EXCEPTIONAL BENEFITS INCLUDE:

- 13 Paid Holidays
- 3 Weeks Annual Leave
- 3 Weeks Sick Leave
- Flexible Schedules within our core working hours of M-F 8:15am-5pm
- Pension Plan
- Employer 401K Match
- Payroll Deductible Health Benefits
- Payroll Deductible Flex Benefits
- Flexible Spending Accounts
- Worksite Wellness
- Diverse Workforce
- Opportunities for Growth
- Hybrid teleworking option for eligible positions after probation

LOCATION: North Health Center

DIVISION/DEPARTMENT: MCH WIC

SALARY INFORMATION: \$32,040 Annually / Pay Grade G / Job Code GST120

DUTIES: 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. Ability to cope with high volume phone system (average +75 per operator daily). Answers telephones courteously. Daily retrieval and response to WIC Call Center voicemail (average +50 messages). Maintains an orderly work area. Answers client's questions regarding services offered by WIC and DeKalb County Board of Health. Forwards calls to appropriate personnel or provides client with detail information to access DeKalb County Board of Health services. Executes triage in determining a need for escalation to a nutritionist for situations beyond the need of an appointment. Provides clients with details of WIC intake eligibility requirements. Attentive to clients in determining type of WIC appointment being requested. Schedules appointments based on appropriate WIC type within designated scheduling profiles. Updates client's demographic information within the Registration module of the MIS (currently GA-WIC). Liaison in facilitating transfers between alternate districts and states. Provides verbal verification upon request. Informs Office Supervisor or designee of necessity to finalize transfer request. Access Language Line to interpret the needs of non-English speaking applicants/clients enabling operator to schedule correctly. Access policies and procedures disseminated by State WIC Office, DeKalb WIC District Office, and DeKalb County Board of Health. Maintain knowledge and execute daily responsibilities by compliance of and referencing policies and procedures.

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

ALL APPLICANTS MUST APPLY FOR THIS POSITION & COMPLETE APPLICATION IN: "Career Opportunities" at www.dph.georgia.gov
If you require accommodations under the American Disability Act (ADA), email request by the closing date of this announcement to:
Anibel.Porraz@dph.ga.gov.

NOTE: Thank you for your interest in DCBOH. Due to the volume of applications, we are unable to provide application status by phone or email. All qualified candidates will be considered but may not necessarily receive an interview.

Selected applicants will be contacted for next steps. Applicants who are not selected will not receive notification.

Employment with the DeKalb County Board of Health is not complete or official until applicants meet all pre-employment requirements. 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.

THE DEKALB COUNTY BOARD OF HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER.