



Looking for Work That Matters?

We're Hiring! Join Our Team.

We are Accepting Applications for the Following Position: **Customer Service Representative 1 (10065)**

Founded in the 1920s and headquartered in Decatur, GA, DeKalb Public Health (DKPH) 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 dekalbpublichealth.com.

POSTING DATE: 3/12/2024

APPLICATION DEADLINE: 3/26/2024

EXCEPTIONAL BENEFITS INCLUDE:

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

LOCATION: East Health Center

DIVISION/DEPARTMENT: Clinical Services

SALARY INFORMATION: \$33,072.00 Annually / Pay Grade F / Job Code GST121

DUTIES: 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 research governing policies, procedures or laws to respond to clients or visitors.

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.

PREFERRED QUALIFICATIONS: In addition to the minimum qualifications, preference will be given to applicants with prior experience in Public Health setting, ability to troubleshoot payments, proficient use of the Patient care management system- insight, Fee collection, Cash draw close out and Cash draw reports.

NOTE: Thank you for your interest in DKPH. 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. We have the right to close any position at any time for any reason.

Employment with DeKalb Public 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.

ALL APPLICANTS MUST APPLY FOR THIS POSITION & COMPLETE APPLICATION IN: "Career Opportunities" at [Job Opportunities | Locations: dekalb county | Sorted by Posting Date descending | JOB OPPORTUNITIES \(governmentjobs.com\)](#) *If you require accommodations under the American Disability Act (ADA), email request by the closing date of this announcement to: jannise.gray1@dph.ga.gov.*

DEKALB PUBLIC HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER.