



Looking for Work  
That Matters?

**We're Hiring!**  
Join Our Team.

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We are Accepting Applications for the Following Position:  
**Vital Records Customer Service Lead (10055)**

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*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](http://dekalbpublichealth.com).*

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**POSTING DATE: 01/07/2025**

**APPLICATION DEADLINE: 01/21/2025**

**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:** Richardson & Rotating Health Centers

**DIVISION/DEPARTMENT:** Administration / Vital Records

**SALARY INFORMATION:** \$41,621.15 Annually / Pay Grade H / Job Code GST122

**DUTIES:** Under broad supervision, works and communicates with the general public, internal customers and/or external customers to provide information and recommendations targeted to meet customer expectations. Resolves complicated issues involving customer service and/or research governing policies, procedures, or laws to respond to clients or visitors. Performs the duties and responsibilities as the Vital Records Lead. Will review a variety of legal documents for validity, authenticity, verification, and completeness of information in order to issue certified vital records. Duties include determining eligibility for receiving certified records, making changes to records, resolving discrepancies in information, coordinating with various government agencies such as courts, law enforcement, hospitals, funeral homes, physicians, the public and others, ensuring compliance with laws, rules, regulations, policies, and procedures.

- Oversee the daily operations of the front counter and resolve complex issues directly related to death/birth certificates for DKPH Vital Records.
- Process Vital Records requests – Birth and Death Records.
- Provide excellent customer service to citizens of DeKalb County and the State of Georgia.
- Performs job responsibilities with minimal supervision.
- Work Outside the Traditional Hours of 8:15 am– 5pm

**MINIMUM QUALIFICATIONS:** High school diploma/GED and three (3) years of experience communicating information in a customer service setting;

**OR**

Two (2) years of experience required at the lower level Customer Svc Rep 2 (GST121).

**PREFERRED QUALIFICATIONS:**

Previous Vital Records knowledge and/or experience. Bi-lingual (Spanish) candidate.

**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](mailto:jannise.gray1@dph.ga.gov).*

**DEKALB PUBLIC HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER.**