



Looking for Work  
That Matters?

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

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## We are Accepting Applications for the Following Position: **Hourly Customer Service Representative 1 (10318)**

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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:** 10/16/2024

**APPLICATION DEADLINE:** 10/30/2024

**LOCATION:** North Health Center

**DIVISION/DEPARTMENT:** Clinical Services

**SALARY INFORMATION:** \$15.00 Hourly / Pay Grade C / Job Code T6002

**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. Analyzes problems, questions, issues, etc. and develops and reports recommendations for resolving them. Conducts research to compile information needed to generate reports, complete projects and accurately respond to questions and concerns. Provides assistance and problem resolution to claimants, employers, staff, other agencies, and/or the general public. Researches and/or resolves program or client issues or questions May represent the manager in various matters. Receives additional training, as required, to gain full proficiency and experience in all areas. **BI-LINGUAL Preferred (Spanish).**

**MINIMUM QUALIFICATIONS:** High school diploma/GED and one (1) year of experience communicating information in a customer service setting are required.

**PREFERRED QUALIFICATIONS:** Previous experience in customer service, especially in a healthcare or public health setting, is highly valued. Experience with health insurance, medical billing, or patient support can be particularly relevant. Strong verbal and written communication skills are essential. The ability to convey complex information clearly and empathetically is crucial. Familiarity with public health principles, policies, and programs can be important, especially if the role involves explaining health services or navigating public health systems. Proficiency with data entry and other office technology is important. Experience with electronic health records (EHR) systems can be a plus. Strong problem-solving skills and the ability to handle difficult or sensitive situations with professionalism and empathy are important. Understanding and respect for diverse populations and the ability to communicate effectively with individuals from various backgrounds. Accuracy in managing information, handling inquiries, and processing requests is crucial in maintaining the integrity of public health data and services. Ability to work well in a team environment and adapt to changing needs or priorities in a dynamic public health setting.  
**BI-LINGUAL Preferred (Spanish).**

**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.**