



Looking for Work That Matters?

We're Hiring! Join Our Team.

We are Accepting Applications for the Following Position: **Customer Service Representative (10142)**

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: 06/02/2025

APPLICATION DEADLINE: 06/16/2025

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 Health Center (*Rotation between Health Centers*)

DIVISION/DEPARTMENT: Administration

SALARY INFORMATION: \$31,20000 Annually / Job Code GST120 / Pay Grade F

DUTIES: Under direct supervision, performs a variety of general secretarial, clerical, and administrative support functions/processes or a few specialized or essential clerical functions in support of a unit or office and related personnel. Establishes and/or maintains electronic and record-keeping system. Conducts clerical research using a variety of resources to prepare, assemble, or generate reports, documentation, presentations, etc. May enter data and/or process documents and records. The work includes operating standard office equipment. Work is performed under the close supervision of a clerical or administrative supervisor.

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 billing and fee collections experience in a clinical setting, two years or more of front office registration, and Microsoft Office Suite. **MUST BE FLEXIBLE. MUST BE ABLE TO COMMUTE FROM ONE HEALTH CENTER TO ANOTHER WHEN NEEDED AND WORK ROTATING SCHEDULE AS NEEDED. MUST PASS DRIVING RECORD CHECK.**

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.