



# Looking for Work That Matters?

# We're Hiring! Join Our Team.

---

## We are Accepting Applications for the Following Position: **Customer Service Representative (10076)**

---

*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).*

---

**POSTING DATE: 08/21/2026**

**APPLICATION DEADLINE: 09/21/2026**

### **EXCEPTIONAL BENEFITS INCLUDE:**

- |                                                                      |                                      |                                                                    |
|----------------------------------------------------------------------|--------------------------------------|--------------------------------------------------------------------|
| ▪ 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: T.O. Vinson Health Center**

**DIVISION/DEPARTMENT: Community Health - MCH**

**SALARY INFORMATION: \$38,433.04 Annually / Pay Grade G / Job Code GST121**

### **DUTIES:**

I. Services as clerical support for CMS Care Coordination.

1. Processes incoming mail and distributes one hour after receiving.
2. Attends and takes minutes at staff meetings. Types and distributes within seven (7) working days of the meeting.
3. Maintains monthly inventory of program forms. Orders replacements so that forms are never depleted.
4. Type's letters and other correspondence for Care Coordinators within two working days of request. Proofreads for errors and corrects.
5. Serves as relief for the front desk receptionist as assigned, per department Administrative Assistant.
6. Assists CMS Coordinator and staff with assigned duties.
7. Provides information about the program to public via telephone, mail, etc.
8. Assists staff and customers in answering routine questions and requests about the program.
9. Ability to use Microsoft Access, Word, Excel and Powerpoint to perform assigned duties.
10. Utilizes effective written and verbal communication skills in performing assigned duties.
11. Collects and compiles data accurately from reports, files, databases and other sources for monthly and quarterly reports.
12. Prepares and distributes data reports per policy and procedures.

II. Receives, screens and directs telephone and other communication networks.

1. Receives and notes customer's questions, requests and needs and routes to appropriate staff.
2. Greets visitors to program and directs them to appropriate staff.
3. Is knowledgeable about the organization and policies in order to assist staff and customers in answering routine questions and requests.
4. Records messages received via telephone accurately and distributes to staff within thirty (30) minutes of receipt.
5. Provides switchboard relief as required.

III. Coordinates the processing of CMS incoming referrals per policy and procedures.

1. Log in all new referrals into database.
2. Makes folders for screened referrals and send letters to referral source and family within three (3) business days.
3. Schedule appointments into master calendar on designated day given per care coordinator.
4. Closes referral folders at the request of the case manager.

IV. Maintains CMS data in multiple database systems such as Insight, Access and Excel. Maintains filing and record keeping systems and reference manuals/materials.

1. Serves as records custodian for CMS. Obtains written requests for all access by unauthorized persons to information on children enrolled in the program.
2. Updates referral log daily.
3. Takes telephone referrals and documents correctly on the Children 1st Screening and Referral Form.
4. Responsible for updating the status of the enrolled client within two (2) days of receipt of routing form.
5. Maintains files related to general office procedures including, but not limited to, reference manuals/materials, timekeeping, purchasing and routing correspondence.
6. Keeps record room clean and neat. Archives records according to protocol.
7. Enrolls clients into the Insight patient management system. Enters billing into Insight as appropriate. Maintain Access and Excel databases as appropriate.

V. Serves as purchasing coordinator for CMS.

1. Monitors use and maintain supplies for CMS. Monitors office supplies monthly and orders supplies according to the established policies and procedures of the DeKalb County Board of Health. Completes requisitions accurately and submits to Child Health Services Unit Administrative Assistant. Upon receipt of items, distributes as applicable.
2. Types purchase requisitions for use of CMS within two (2) days of request.
3. Follows office procedures for maintaining records of purchase requisitions.
4. Informs staff within two (s) days of receipt of items ordered.

VI. Participates in marketing and program promotion at public and private venues.

1. Attends health fairs and community promotional events as scheduled.
2. Assists staff in planning for program promotion activities.
3. Provides or assures that community activity report is filed within one (1) week of activity.

VII. Performs additional duties as assigned related to Emergency Preparedness.

1. Keeps administration informed of current telephone number(s) for after-hours contacts.
2. Participates in all drills or training sessions related to Emergency Preparedness

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

**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.**