



Looking for Work That Matters?

We're Hiring! Join Our Team.

We are Accepting Applications for the Following Position: **Hourly Customer Service Representative (10585)**

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: 08/28/2026

APPLICATION DEADLINE: 09/28/2026

LOCATION: T.O. Vinson Health Center

DIVISION/DEPARTMENT: Clinical Services

SALARY INFORMATION: \$18.00 Hourly / Pay Grade TPW / JCCP Code T5009

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.

TYPICAL TASKS:

- Maintain front desk operations, including check-in/check-out and greeting patients and visitors in a professional, welcoming, and confidential manner.
- Answer incoming phone calls, respond to emails, and address general questions about clinic services, appointments, and PrEP.
- Schedule, reschedule, and confirm new and follow-up appointments in the clinic electronic medical record (EMR) system.
- Register new patients and update demographic, insurance, and contact information in the EMR.
- Verify insurance eligibility and assist patients with completing required registration and consent forms.
- Assist patients with completing intake paperwork and patient satisfaction surveys as needed.
- Maintain patient confidentiality and comply with HIPAA and clinic privacy policies.
- Coordinate referrals, laboratory appointments, and follow-up visits as directed by clinical staff.
- Monitor appointment schedules, send reminders, and conduct outreach to patients who miss appointments to support retention in care.
- Route prescription refill requests, prior authorization inquiries, and clinical questions to the appropriate staff.
- Process medical records requests, fax documents, and scan records into the EHR.
- Order and maintain office supplies and educational materials if and when assigned.
- Provide culturally sensitive, nonjudgmental customer service to individuals from diverse backgrounds, communities and populations disproportionately affected by HIV.
- Assist with quality improvement activities, such as ensuring complete documentation and supporting patient retention initiatives.
- Participate in staff meetings, required trainings, and workflow improvement efforts.
- Complete data entry projects and information compiling tasks to generate reports
- May represent the manager in various matters
- Perform other duties as assigned.

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

PREFERRED QUALIFICATIONS:

- Excellent customer service and interpersonal communication skills.
- Ability to interact with diverse patient populations in a respectful, culturally responsive, and nonjudgmental manner.
- Familiarity with HIV prevention, PrEP, PEP, STI services, and sexual health (or willingness to learn).
- Strong verbal and written communication skills.
- Ability to maintain patient confidentiality and comply with HIPAA requirements.
- Proficiency with electronic health records (EHRs), Microsoft Office Suite, and standard office equipment.
- Experience scheduling appointments, registering patients, and verifying insurance eligibility.
- Familiarity with public health programs, Medicaid, Medicare, commercial insurance, and patient assistance programs is preferred.
- Strong organizational skills with the ability to prioritize multiple tasks in a fast-paced environment.
- Excellent attention to detail and accuracy in data entry and documentation.
- Ability to work collaboratively as part of a multidisciplinary healthcare team.
- Problem-solving skills and the ability to handle challenging situations professionally and calmly.
- Ability to communicate effectively with individuals of varying health literacy levels.
- Experience working in HIV, STI, infectious disease, primary care, community health, or public health settings is preferred.
- Commitment to providing equitable, trauma-informed, and patient-centered care.
- Ability to maintain professionalism, discretion, and compassion when discussing sensitive health information.
- Knowledge of quality improvement principles and patient retention strategies is a plus.
- Ability to work well in a team environment and adapt to changing needs or priorities in a dynamic public health setting.

WORK CONDITIONS:

- May operate in both an office and a field environment.

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.