

Looking for work that matters? We're hiring! Join our team.



We are Accepting Applications for the Following Position: **Customer Service Representative (10065)**

Founded in the 1920s and headquartered in Decatur, GA, the DeKalb Public Health 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 dekalbhealth.net.

POSTING DATE: 10/01/2026

APPLICATION DEADLINE: 11/01/2026

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

DIVISION/DEPARTMENT: East Health Center

SALARY INFORMATION: \$ 35,007.80 Annually / Job Code GST120 / Pay Grade F

DUTIES: Under general supervision, the Customer Service Representative (CSR) works with the public, internal customers, and external customers to provide accurate, timely, and professional information and services designed to meet customer needs and organizational expectations. The position responds to routine and complex customer inquiries, research applicable policies, procedures, regulations, or laws, and provides appropriate resolutions or guidance.

The Customer Service Representative is responsible for maintaining accurate information and records, supporting transactions, maintaining filing systems, verifying and proofreading documents, and performing other administrative and customer service functions necessary to support effective program and departmental operations.

The successful candidate demonstrates strong communication and customer service skills, sound judgment, attention to detail, professionalism, adaptability, and the ability to work effectively with diverse customers and coworkers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service and Communication

- Provides accurate, timely, courteous, and professional customer service to the public, internal customers, external customers, and other stakeholders.
- Responds to customer inquiries by telephone, in person, electronically, or through other approved communication methods.
- Provides information regarding programs, services, procedures, requirements, policies, and applicable regulations.
- Identifies customer needs and works to resolve routine and complex issues within established guidelines.
- Research applicable policies, procedures, regulations, laws, records, or other resources to provide accurate responses.
- Explain information clearly and appropriately to individuals with varying levels of knowledge and understanding.
- Handles difficult, sensitive, or escalated customer interactions professionally and uses appropriate de-escalation and problem-solving techniques.
- Refers issues outside the scope of authority to the appropriate staff member, supervisor, or department.

Records, Data, and Document Management

- Maintains accurate and current customer, program, administrative, or other assigned data.
- Enters, updates, retrieves, and verifies information in applicable databases, systems, spreadsheets, or records.
- Maintains organized filing systems in accordance with established procedures and records-management requirements.
- Reviews, proofreads, and verifies documents for completeness, accuracy, consistency, and compliance with established requirements.
- Identifies errors, missing information, or discrepancies and takes appropriate action to correct or obtain the necessary information.

- Maintains confidentiality and protects customers, employees, program, and other sensitive information.

Transactions and Administrative Support

- Processes transactions and related documentation accurately and in accordance with established policies and procedures.
- Reviews forms, applications, correspondence, and supporting documentation for completeness and accuracy.
- Assists with administrative processes, reports, correspondence, forms, and other assigned documentation.
- Maintains appropriate records of transactions, customer contacts, activities, and services provided.
- Assists with ordering, organizing, maintaining, and monitoring office supplies and materials as assigned.
- Performs routine administrative duties necessary to support departmental operations.

Problem Solving and Process Support

- Researches and resolves customer service issues using established policies, procedures, regulations, and available resources.
- Identifies recurring customer service issues, documentation errors, or process concerns and communicates them to appropriate staff.
- Makes recommendations or provides information that may improve customer service and operational efficiency.
- Supports quality assurance, process improvement, and other departmental initiatives as assigned.
- Performs other duties as assigned.

COLLABORATION AND COMMUNICATION

- Works collaboratively with coworkers, supervisors, program staff, internal departments, external agencies, community partners, and other stakeholders to resolve customer needs and support organizational objectives.
- Communicates professionally and respectfully with individuals from diverse backgrounds, including customers who may have limited knowledge of programs, procedures, or services.
- Establishes and maintains effective working relationships with team members and other departments.
- Shares relevant information with appropriate staff to ensure continuity of service and timely resolution of customer issues.
- Participates in team meetings, training, and department activities.
- Communicates questions, concerns, service issues, and recommendations to supervisors or appropriate staff.
- Demonstrates active listening and adjusts communication methods based on the customer's needs.
- Maintains appropriate professional boundaries and confidentiality when communicating with customers, coworkers, and external stakeholders.

BEHAVIORAL COMPETENCIES

- **Customer Service:** Demonstrates a professional, respectful, helpful, and solutions-oriented approach to customer interactions.
- **Communication:** Communicates clearly, professionally, and effectively through verbal and written communication.
- **Active Listening:** Listens carefully to understand customer needs and concerns before responding.
- **Problem Solving:** Identifies issues, researches available information, and determines appropriate solutions within established guidelines.
- **Attention to Detail:** Maintains accuracy when entering data, processing transactions, reviewing documents, and maintaining records.
- **Accountability:** Takes ownership of assigned responsibilities and follows through on commitments.
- **Professionalism:** Demonstrates appropriate conduct, reliability, integrity, and respect in all interactions.
- **Adaptability:** Adjusts effectively to changing priorities, procedures, customer needs, and workload demands.
- **Organization and Planning:** Manages multiple responsibilities while maintaining accuracy and meeting established deadlines.
- **Confidentiality:** Protects sensitive customer, employee, program, and organizational information.
- **Teamwork:** Works effectively with others and contributes to a positive and productive work environment.
- **Initiative:** Identifies customer needs, operational issues, and opportunities for improvement and takes appropriate action.
- **Conflict Management:** Maintains composure during difficult interactions and uses appropriate techniques to de-escalate and resolve concerns.
- **Continuous Learning:** Demonstrates willingness to learn new programs, systems, policies, procedures, and regulations.

MINIMUM QUALIFICATIONS: High school diploma/GED and two (2) years of experience communicating information in a customer service setting;

OR

One (1) year of experience at the entry-level Customer Service Representative 1 (GST120) or an equivalent position.

ALL APPLICANTS MUST APPLY FOR THIS POSITION & COMPLETE APPLICATION IN: "Career Opportunities" at www.dph.georgia.gov

NOTE: Employment with DeKalb Public Health is not complete or official until applicants meet all pre-employment requirements. If this position requires a college degree and you are selected for an interview, you will be required to submit official transcripts to the Human Resources Department prior to any official offer of employment.

Not every applicant will receive an interview and only those selected for an interview will be notified. We have the right to close any position at any time.

If you require accommodations under the American Disability Act (ADA), email request by the closing date of this announcement to:
Brittany.leslie@dph.ga.gov

DEKALB PUBLIC HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER.