

JOB ANNOUNCEMENT

Customer Service Rep 2

(unclassified position)

Posted: April 9, 2019

Deadline/Closing: Until Filled

Location: Preventive Health Clinic - Lawrenceville

Salary: \$27,500.16

Paygrade: G

Position Number: 00171555

Position open to: All qualified applicants



Job Summary:

The applicant must possess knowledge of the clinic program and provide guidance, assistance, support and training to clients and others within the organization; maintain and update client data using manual and electronic systems; collect data from a variety of sources; answer multiple phone lines; perform patient intake and registration; collect money and process financial reports; record meeting minutes; verify insurance and perform other administrative duties as needed.

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:

Associates Degree and two years of experience using computer information technology such as Microsoft Office. Experience processing fee reports and collection of money. High attention to detail and data entry accuracy. Experience working in an office or clinic setting within the last two years. Knowledge of medical terminology. Knowledge of medical billing and coding. Ability to speak English and Spanish preferred but not required.

We Offer:

12 paid holidays, 3 weeks each of annual and sick leave per year. A defined benefit retirement plan, life insurance and payroll deductible Health and Flexible Benefits (Dental, Vision, Legal, Long Term Care, Dependent Life, AD&D, Short and Long Term Disability). Medical and Child care spending accounts can be established in addition to deferred compensation options.

Instructions to Apply:

EMAIL, FAX or MAIL a completed application* to:

Melanie O'Steen - HR

Gwinnett, Newton, & Rockdale County Health Departments

PO BOX 897

Lawrenceville, GA 30046

Fax # 770-277-2089

melanie.osteen@gnrhealth.com

At Gwinnett, Newton, & Rockdale County Health Departments, we work to protect and improve the health of those who work, live, and play in our community. Our most valuable resource is, by far, the dedicated and highly trained employees who enjoy and appreciate the opportunity they have to serve our community.

Applications may be downloaded at
www.gnrhealth.com

* We do not accept resumes without a fully completed Application for Employment. Required education credentials, license, certification and/or registration must be submitted prior to employment. Due to the volume of applications/resumes, we are unable to provide information regarding status over the telephone. No notification will be sent except to those applicants selected for interviews.

An Equal Opportunity Employer

Under Title I of the ADA, we do not discriminate on the basis of disability in our employment practices.

Applicants selected for employment will be subject to the following:

Pre-employment Drug & Medical Screening | Fingerprint Criminal Record Investigation | Reference Checks