Gwinnett, Newton, & Rockdale County Health Departments

JOB ANNOUNCEMENT

WIC Customer Service Rep Supervisor 1

(unclassified position)
Posted: September 14th, 2021
Deadline/Closing: Open Until Filled
Location: Buford WIC
Salary: $35,000.16
Paygrade: I
Position Number: 00013265
Position open to: All qualified applicants

Job Summary: Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises staff that communicates with the general public, internal customers and/or external customers to provide information and recommendations targeted to meet customer expectations. Resolves complicated issues involving customer service and/or researches governing policies, procedures or laws to respond to clients or visitors

Minimum Qualifications: Bachelor's degree from an accredited college or university AND Three years of lead/supervisory experience in a customer service setting communicating information OR Five years of lead/supervisory worker experience in a customer service setting communicating information OR Two years of experience required at the lower level Customer Svc Rep 3 (GST122) or position equivalent.

Preferred Qualifications: Excellent interpersonal, motivational, team building, and customer relationship skills. Proficient knowledge of Microsoft Office Suite, Microsoft Outlook, Georgia Gateway, and Mitchell and McCormick software. Ability to multitask and think strategically in a high-paced environment. Ability to communicate effectively with superiors, colleagues, and staff. At least one-year experience working in the WIC Program. Ability to speak Spanish and English preferred.

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 Childcare spending accounts can be established in addition to deferred compensation options.

Instructions to Apply:

EMAIL, FAX or MAIL a completed application* to:

Katie Bowles- HR
Gwinnett, Newton, & Rockdale County Health Departments
PO BOX 897
Lawrenceville, GA 30046

Fax # 770-277-2089

katie.bowles@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.

APPLICATIONS MUST BE SUBMITTED NO LATER THAN 5:00 PM ON THE DAY OF DEADLINE

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 I Fingerprint Criminal Record Investigation I Reference Checks