

# JOB ANNOUNCEMENT

## Customer Service Rep 1

(unclassified positions)

**Posted:** November 1<sup>st</sup>, 2021

**Deadline/Closing:** Open until filled

**Location:** Rockdale HC

**Salary:** \$30,000

**Paygrade:** E

**Position Number:** 00013343

**Position open to:** All qualified applicants



### Job Summary:

Under general supervision, candidate will provide excellent customer services while completing patient intake process. Candidate will provide guidance, assistance, support, and training to clients and others within organization; maintain and update client data using manual and electronic systems; collect data from a variety of sources; answer multiple line phone system; and perform other administrative duties as needed. The candidate must be able to work in a fast paced environment and handle multiple simultaneous tasks. Bilingual is a plus.

**Minimum Qualifications:** High school diploma or GED AND Six months of experience handling customer's questions, complaints and/or providing information.

### Preferred Qualifications:

Experience and/or knowledge of programs offered by Public Health. Experience with insurance eligibility. One year or more working in a clinical or office setting. Two years experience using computer information technology such as Microsoft office. Experience handling monetary transactions. 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 Child care 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](mailto: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](http://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 | Fingerprint Criminal Record Investigation | Reference Checks