

JOB ANNOUNCEMENT

Customer Service Rep 1

Clinic Appointment Call Center CSR

(unclassified positions)

Posted: April 25th, 2022

Deadline/Closing: Open Until Filled

Location: Clinic Appointment Call Center (Buford)

Salary: \$35,000

Paygrade: F

Position Number: 2 positions

Position open to: All qualified applicants



Job Summary: The Gwinnett, Newton and Rockdale County Health Department is seeking qualified Customer Service Representatives (CSRs) to join our Health Department clinical call center team. Under broad supervision, CSRs will staff a District wide call center supporting all Public Health clinic locations. Candidates will be responsible for: answering and managing needs for clinic incoming calls; scheduling appointments across all clinic locations; collaborating with clinic management to optimize appointment availability for clients; maintaining scheduling system in District scheduling software; returning phone calls/messages received; providing excellent customer service; entering data into District EMR; verifying patient insurance eligibility; answering multiple line phone system; and performing other duties as needed to support overall District and clinical operations. The candidates must be able to work in a fast paced environment and handle multiple simultaneous tasks. Bilingual is a plus. This is a Workforce Development grant funded position with funds currently available through June 2023. Continued support is dependent on reallocation of grant funds by the GA Department of Public Health.

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. Experience working in a call center. One year or more working in a clinical or office setting. Excellent verbal customer service skills. Two years experience using computer information technology such as Microsoft office. Experience handling monetary transactions. Bilingual (Spanish preferred).

We Offer:

13 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

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 | Fingerprint Criminal Record Investigation | Reference Checks