

JOB ANNOUNCEMENT

Customer Service Rep Manager

Customer Service Rep SPV 2

(unclassified position)

Posted: April 25th, 2022

Deadline/Closing: Open Until Filled

Location: Newton Health Center

Salary: \$45,000

Paygrade: J

Position Number: 00158102

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 Four years of lead/supervisory experience in a customer service setting communication information OR Six years of lead/supervisory worker experience in a customer service setting communicating information OR Four years of experience required at the lower level Customer Svc Rep Spv (GST123) or position equivalent.

Preferred Qualifications:

Preferred Qualifications: Experience and/or knowledge of programs offered by Public Health. Experience working in a clinic or office setting for a minimum of one year. Experience working with the public and handling customer complaints. Experience with insurance eligibility, collection of fees, and copays. Working knowledge of Microsoft Office. Ability to speak Spanish and English preferred but not required.

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 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 | Fingerprint Criminal Record Investigation | Reference Checks