

JOB ANNOUNCEMENT

Customer Service Rep Supervisor 1

Call Center CSR Supervisor

(unclassified position)

Posted: April 25th, 2022

Deadline/Closing: Open Until Filled

Location: Clinic Appointment Call Center (Buford)

Salary: \$40,000

Paygrade: I

Position Number: New

Position open to: All qualified applicants



Job Summary: The Gwinnett, Newton and Rockdale County Health Department is seeking qualified Customer Service Representative Supervisor to manage our Health Department clinical call center team. Under general supervision, candidate will oversee day to day operations of the District wide call center supporting all Public Health clinic locations. Candidate will be responsible for: managing CSR call center staff; answering and managing needs for clinic incoming calls; scheduling appointments across all clinic locations; collaborating with clinic management and Operations Program Manager to optimize appointment availability for clients; maintaining scheduling system in District scheduling software; entering data into District EMR; verifying patient insurance eligibility; returning phone calls/messages received; providing excellent customer service; answering multiple line phone system; and performing other duties as needed to support overall District and clinical operations. The candidate 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: A 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: 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. Experience managing staff. 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 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