

Customer Service Rep 1

APPT CALL CENTER, 2755 SAWNEE AVE #2560, BUFORD, GA 30518

The position is open to all qualified applicants

Date posted | November 10th, 2022

Application Deadline | Open Until Filled

Position Number(s) | 00182379

Position type | Unclassified

Salary | \$37,500

Paygrade | F

Job Summary

Under general supervision, candidate 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; maintain scheduling system in District EMR; return phone calls/messages received; provide excellent customer service; 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.

Qualifications

Minimum

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

Preferred

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. Working experience in a call center. Ability to speak Spanish and English preferred.

Make a difference in the health of your community and get great benefits, too.

Apply today.

1. Download an application at www.gnrhealth.com.
2. Email, fax or mail your completed application:

Attn: Katie Bowles, Human Resources
GNR Public Health
2570 Riverside Parkway, Lawrenceville, GA 30046
Katie.Bowles@gnrhealth.com or Fax 888-883-5187

Benefits package includes

- 13 paid holidays
- Three weeks annual leave per year
- Three weeks sick leave per year
- Defined benefit retirement plan, life insurance, and payroll deductible health & flexible benefits including dental, vision, long-term care, dependent life, AD&D, and short- and long-term disability
- Medical and child care spending accounts in addition to deferred compensation accounts

GNR Public Health does not accept resumes without a fully completed employment application. Applications must be received no later than 5:00 p.m. on the application closing date. Required education credentials, license, certification and/or registration must be submitted prior to employment. Due to the volume of applications we receive, we are unable to provide information regarding the status of your application over the phone. Application status is not sent to individuals who are not selected for interviews.

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, and Reference Checks.