

Customer Service Rep Manager (Customer Svc Rep Spv 2)

BUFORD HEALTH CENTER- 2755 SAWNEE AVE #2560, BUFORD, GA 30518

The position is open to all qualified applicants

Date posted | December 22nd, 2022

Application Deadline | Open Until Filled

Position Number(s) | 00013241

Position type | Unclassified

Salary | \$45,000

Paygrade | J

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

Qualifications

Minimum

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

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.

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.