

# ***DeKalb County Board of Health***

## **Hourly WIC Customer Service Representative 1**

**Position #10340**

**(\$13 per hour- Up to 29 hours per week)**

**POSTED:** April 9, 2021

**DEADLINE TO APPLY:** April 12, 2021

**LOCATION:** CHAPS/WIC – Call Center

**ORGANIZATION SUMMARY:** DeKalb County Board of Health works to protect, promote and improve the health of those who live, work and play in DeKalb County. We are committed to our mission through service quality, diversity, innovation, a professional workforce and leadership. Our vision is to be the leader in creating a healthier DeKalb through information, education, empowerment, partnerships, policies and planning, quality and excellence. We invite you to come and be a part of our team. For more information about our agency please visit <https://www.dekalbhealth.net>.

**DUTIES:** Under general supervision, answers customer problems and inquiry calls. Records problem history information. Performs first level problem determination and resolution. Serves as resource and provides guidance and experience to other staff.

**NOTE:** The above position is considered a “floater” position and may travel/work multiple locations.

**MINIMUM QUALIFICATIONS:** High school diploma or GED **AND** Six months of full-time work experience providing customer support or technical assistance.

**PREFERRED QUALIFICATIONS:** In addition to the minimum qualifications, preference will be given to applicants with front/back office experience. Any Women, Infants, and Children (WIC) experience is a plus. Bilingual is also preferred.

**NOTE:** Employment with the DeKalb County Board of Health is not complete or official until applicants meet all pre-employment requirements. If this position requires a college degree and you are selected for an interview, you will be required to submit official transcripts to the Human Resources Department prior to any official offer of employment.

*Not Every Applicant Will Receive an Interview and Only Those Selected for an Interview Will Be Notified*

Fingerprint Criminal Records Investigation Is Required



**ALL APPLICANTS MUST APPLY FOR THIS POSITION AT:**

[www.dph.georgia.gov](http://www.dph.georgia.gov)

**(Must complete application)**

**AN EQUAL OPPORTUNITY EMPLOYER**

If you require accommodations under the American Disability Act (ADA), email request by the closing date of this announcement to: [Michelle.Raines@dph.ga.gov](mailto:Michelle.Raines@dph.ga.gov)