

DeKalb County Board of Health

Customer Service Representative (Vital Records) Position # 10075

POSTED: September 8, 2021

DEADLINE TO APPLY: September 22, 2021

LOCATION: E.L. Richardson Health Center – Vital Records

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>.

WHAT WE OFFER: A generous benefits package, which includes employee retirement plan; 12 paid holidays annually; vacation and sick leave; health, dental, vision, legal, disability, accidental death and dismemberment, health and childcare spending account.

DUTIES: Under direct supervision, works and communicates with the general public, internal customers and/or external customers to provide information and services targeted to meet customer expectations. The work includes operating standard office equipment and performs a variety of clerical duties in support of Vital Records such as data entry, answering/routing telephone calls and maintaining office supplies. Responsibilities require independent judgment, initiative, and application of policies and procedures. Must be able to travel to the Vital Records North location.

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

PREFERRED QUALIFICATIONS: In addition to the minimum qualifications, preference will be given to applicants with at least six months of customer service experience in public health, state or local government; and proficient in Word, Excel, QuickBooks, and Access. Cash management and reconciliation of records is a plus. Bilingual in Spanish is a must.

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
(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