



# JOB ANNOUNCEMENT

**Customer Service Representative**  
**Heard County Health Department**  
1191 Franklin Parkway  
Franklin, GA 30217

**Minimum Hire-In Annual Salary: \$24,771.60\***

**\*Salary offered will be based on Education and Public Health Experience**

## Job Description:

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.

## Job Responsibilities:

- Provides quality customer service to all customers.
- Answers inbound calls in a timely manner.
- Makes appointments; follows up with missed appointments by calling client to reschedule.
- Follow communication “scripts” when scheduling the appropriate appointment.
- Identify customers’ needs, clarify information, provide solutions, refer programs/resources.
- Handle all client inquiries.
- Enters new client information into the system.
- Updates existing client information.
- Able to adapt to changing policy and procedures.
- Must abide by strict confidentiality requirements and all HIPPA guidelines.
- Must be an active listener with strong phone and verbal communication skills.
- Position requires employee to be detailed oriented; must be able to work efficiently and independently.
- Self-starter. Fast paced work environment. Ability to multi-task, set priorities and manage time effectively.
- Candidate must be organized.

## Minimum

**Qualifications:** High school diploma or GED AND Six months of related experience handling customers’ questions, complaints and/or providing information.

## Preferred

**Qualifications:** Bi-lingual (Spanish/English language). Public Health experience. Computer experience. (Word, Excel, PowerPoint, data entry, etc.) Must demonstrate excellent customer service and oral communication skills, to effectively interact with all levels of departmental personnel and outside customers. Work requires ability to manage multiple duties simultaneously.

**Deadline for applications:** **December 5, 2018 – (Position Open Until Filled – subject to close at any time)**

*\*Due to the volume of applications received, we are unable to provide information on application status by phone or email. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification. This position is subject to close at any time, once a satisfactory applicant pool has been identified.*

To Apply, please go to <http://team.ga.gov/>  
Click on “My Career”  
Then “Job Openings”  
Keyword: ADM06GS

**\*District 4 Public Health is an Equal Opportunity Employer\***

*The State will not unlawfully consider an applicant’s race, color, national origin, religion, age, disability, sex, genetic information, political affiliation, protected uniformed service, or other legally protected category when making selections.*

Applicants chosen for employment will be subject to:  
Criminal Background Check/Fingerprinting & Reference Checks