

DUPAGE COUNTY HEALTH DEPARTMENT
Employment Opportunity
Posted from: October 23, 2009

Applications accepted until position is filled.

Job Title:	Customer Service Representative III	Job Code:	7162
Department:	Client Registration, Resources & Referral, Transition Services Center, Wheaton		
Schedule:	Full-Time, must be available to work occasional evenings		
Grade:	110	Salary Range:	\$16.00
Contact:	Human Resources Alex Dulzer	Phone:	(630) 682-7979, ext. 7555
		Fax:	(630) 221-7811

Responsibilities include:

- Acts as lead worker, overseeing and delegating work to assigned personnel
- Assists with the planning and implementation of relevant training for staff
- Assists with the coordination of multi-phase customer service procedures or projects
- Ensures that policies and procedures are properly followed
- Coordinates intake and eligibility screenings
- Handles difficult customers referred to the office in accordance with department policies, practices, and procedures
- Conducts pre-screening activities and consults with customers on programs
- Directs individuals to the proper location or appropriate resource or staff
- Identifies and resolves discrepancies in accordance with department standards
- Compiles data on number of calls, follow-up calls, source of referrals, etc. for review by supervisor
- Interacts with a wide variety of internal and external customers
- Maintains confidentiality of privileged information and adheres to patient privacy laws
- Adheres to department guidelines for attendance and punctuality
- Participates in emergency response activities as assigned
- May be required to fill-in for other staff members at various locations in DuPage County

Requirements include:

Must be bi-lingual Spanish speaking; 4 years of work experience in a human services or customer service environment and one year of experience acting in the capacity of lead worker; completion of two years of college coursework in Social Services; or an equivalent combination of training and experience.

Preferred candidate will have excellent communication skills and have the ability to interact with various types of people including the chronically, mentally ill. Preferred candidate will be able to pass a typing skills test with 40WPM.

Interested applicants should submit a resume and application to the:
Human Resources Office, 111 N. County Farm Road, Wheaton, Illinois 60187
Email: hr@dupagehealth.org

Applications may be picked up at the address noted above.

The DuPage County Health Department is an Equal Opportunity Employer