

**DUPAGE COUNTY HEALTH DEPARTMENT**  
**Employment Opportunity**  
***Posted from: January 12, 2010***

*Applications accepted until position is filled.*

<b>Job Title:</b>	Customer Service Representative I	<b>Job Code:</b>	7164
<b>Department:</b>	Business Operation; Client Registration, Resources, and Referral; Addison		
<b>Schedule:</b>	Part-time, 20 hours/week; must be available to work evenings		
<b>Grade:</b>	108	<b>Salary Range:</b>	\$12.00
<b>Contact:</b>	Human Resources Alex Farooq	<b>Phone:</b>	(630) 682-7979, extension 7555
		<b>Fax:</b>	(630) 221-7811

**Responsibilities include:**

- Provides general and specific information regarding departmental policies, procedures, and programs to the public
- Assists clients with records and permits
- Conducts pre-screening activities
- Directs individuals to the proper location, resource and/or staff
- Checks-in customers and notifies staff promptly when an individual arrives for an appointment
- Schedules follow-up appointments and collects payments
- Prepares client charts and files
- Answers phones and operates personal computer
- Receives and resolves complaints in accordance with department policies, practices, and procedures
- Adheres to department guidelines for attendance and punctuality
- Participates in emergency response activities as assigned

**Requirements include:**

Bilingual Spanish Speaking required; 2 years of experience in a customer service or administrative support environment; ability to pass a typing test with a net score of 30 WPM; or an equivalent combination of training and experience.

**Interested applicants should submit a resume and completed application to:**  
**DuPage County Health Department**  
**Attn: Human Resources Office**  
**(630) 682-7979, extension 7555**  
**Fax (630) 221-7811**

***Applications may be picked up at the address noted above or at [www.dupagehealth.org](http://www.dupagehealth.org).***

**The DuPage County Health Department is an Equal Opportunity Employer.**