

DUPAGE COUNTY HEALTH DEPARTMENT
Employment Opportunity
Posted from: October 20, 2009

Applications accepted until position is filled.

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

Responsibilities include:

- Provides general and specific information regarding departmental policies, procedures, and programs to the public at the front desk
- 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
- Operates personal computers
- 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.

The DuPage County Health Department is an Equal Opportunity Employer.