

Employment Opportunity



Customer Service Representative

Job Code: 7163

Posted from: August 29, 2019
Applications accepted until position is filled

Position Information

Division/Department: Public Health Services, Intake and Navigation, Lombard, IL
Schedule: Full time position, up to 37.5 hours per week, some evening and weekend hours
Grade: 111 **Salary Range:** \$14.12 per hour

Responsibilities include:

- Screens for eligibility for programs or services over the phone
- Listens and responds to clients' concerns and questions to complete the intake process
- Identifies and resolves client complaints
- Provides general information to County residents/clients in response to direct inquiries regarding services, locations, and other matters, or refers questions to appropriate parties
- Checks in, schedules and cancels appointments using the electronic client record
- Operates a personal computer
- Responsible for the collection of fee's and balancing a daily deposit
- Various administrative tasks
- Adheres to department guidelines for attendance and punctuality
- Participates in emergency response activities as assigned

Requirements include:

Two (2) years of experience working in a human/social service-related field coupled with one year of customer service experience; and/or the completion of two years of college coursework in Social Services; or an equivalent combination of training and experience. Bilingual Spanish speaking preferred but not required.

Interested applicants should submit a resume and completed application to:

Mailing Address: DuPage County Health Department, Attn: Human Resources
111 N. County Farm Road, Wheaton, Illinois 60187
(Applications may be found at www.dupagehealth.org or at the address noted above)

E-mail address: hr@dupagehealth.org **Fax:** (630) 510-5481

Contact:

Human Resources: Chauncey Armstrong **Phone:** (630) 221-7555

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