

## **CUSTOMER SERVICE REPRESENTATIVE 2**

Pay Grade: G

The Georgia Composite Medical Board licenses physicians, physician assistants, respiratory care professionals, perfusionists, acupuncturists, orthotists, prosthetists, auricular (ear) detoxification specialists, residency training permits, cosmetic laser practitioners, pain management clinics, and genetic counselors. The Medical Board investigates complaints and disciplines those who violate The Medical Practice Act or other laws governing the professional behavior of its licensees.

The Georgia Composite Medical Board is seeking a Customer Service Representative 2.

### **Job Responsibilities:**

Under broad supervision, performs a wide range of office administration duties for assigned functions or program areas, duties may be complex in nature and may involve access to confidential information. May research, investigate, and/or resolve program data or issues. Drafts documentation, reports, or presentations. Represents program or unit, provides information and assistance to internal and external customers. More specific duties include...

- Provide help desk support on system issues for external customers
- Answer phone calls / emails and troubleshoot issues as necessary
- Assist with management of the Board's main email account
- Process license renewals and verifications via the agency's licensing software
- Serve as a back-up for the Board's check processing
- Perform other duties and special projects as assigned

### **Minimum Qualifications:**

High school diploma or GED AND completion of 90 quarter hours (60 semester hours) at an accredited college or university OR One year of experience in a customer service setting communicating information OR One year of experience required at the lower level Customer Svc Rep 1 (GST120) or position equivalent.

### **Preferred Qualifications:**

- Experience working in government and/or with a licensing board
- Experience in a high-volume call center or other fast-paced environment
- Experience with Microsoft Office

This position is unclassified, and employment is at-will.

Candidates for this position are subject to a background and credit history check.

Current Georgia state government employees will be subject to SPB rule provisions.

This position is subject to close at any time once a satisfactory applicant pool has been identified.