

# Are You Interested in Creating Customer Connections?



**The Texas Department of State Health Services (DSHS) is looking for individuals with effective communication skills.**



Creating Connections



Problem Solving



Data Interpretation



Quality Assurance

## How to Apply

The only way to apply for jobs with DSHS is to go through the Health and Human Services job portal: [www.dshs.texas.gov/careers-dshs](http://www.dshs.texas.gov/careers-dshs)

Create a profile or log into a profile you previously created. Once a profile is created, your information will remain in the system. Adjust and adapt your application for each job you apply to.

## Keywords to Search for When Looking for Available Jobs

• Records • Customer • Correspondence • Service • Communicate • Coordinate •

## Narrow Your Search By Selecting an Agency

Dept of State Health Services

## Tips for Success

You must complete an application for each position you are interested in. Describe how you meet the requirements. Review your application to make sure your preferences (shift, location, hours, and days you can work) match the requirements for the job you are applying to. Sign and submit your application.

To view current job postings, visit: [www.dshs.texas.gov/careers-dshs](http://www.dshs.texas.gov/careers-dshs)



# Examples of Entry Level Jobs in Customer Connections

## Public Health and Prevention Specialist

- Consults with physicians, hospital staff, nurses, social workers, consumers, and local/regional health agencies on the follow-up of infants with abnormal screens.
- Enters case information into databases and updates databases with additional information.

## Customer Service Representative - Vital Statistics Section

- Interprets statutes, rules, regulations, policies, and procedures to approve routine and complex customer applications for records of Birth, Death, Marriage, and Divorce.
- Reviews and certifies vital record applications for completeness of information and accuracy of requirements; examines the work of others for accuracy of information and compliance with Vital Statistics policies.
- Examines and analyzes complex and non-routine confidential customer documentation, including legal documents, to ensure compliance with Texas Statutes and Vital Statistics rules and regulations.

## Program Specialist - Immunizations

- Communicates with partners and stakeholders both verbally and in writing.
- Plans, develops, and implements activities for internal quality assurance, compliance with program policies and procedures, and activity tracking systems.

**Interested in next steps?** Consider gaining experience with customer communication, healthcare policies and systems, and handling confidential information. These skills are transferable and strengthen candidates' application for a customer connections position.



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use the QR code provided or visit:  
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