

Position: Processing Assistant III - Switch Board & Reception Backup

Macon County Department of Social Services

Salary Grade: 19

Salary Range: \$26,573.04 this position also qualifies for Premium Pay of an additional \$2.00 per hour worked through October 20, 2024 or a maximum of \$14,000.00, whichever comes first.

Position Number: 5300118

Closing date: March 24, 2023

Responsibilities:

The purpose of this position is to greet customers and visitors by telephone in a pleasant and professional manner, evaluate their requests, and direct callers to proper caseworker, or supervisor. This position involves clerical duties serving the agency and must be flexible and able to prioritize workloads and requests. Public contact is required to give information in person and by telephone.

Basic duties may include a combination of the following but not limited to maintaining records; receiving, screening, reviewing and verifying documents; searching for and compiling information and data; providing a source of information on the activities of the organization; disbursement of mail, filing and preparing and/or verifying the validity of documents.

These functions are performed in combination and usually require the use of a variety of office equipment systems and related technology, and/or automated systems and related technology including but not limited to the agency switchboard, computer programs and scanners.

Knowledge, Skills, and Abilities:

Good time management skills and flexibility a necessity. Significant knowledge or office or work unit procedures, methods and practices. Ability to learn and apply department rules and regulations in the performance of assigned duties. Ability to learn programs and services and apply this knowledge in problem-solving and responding to questions and inquires. Ability to use judgment in coordinating and monitoring office procedures and workflow as required by position. Ability to use courtesy and tact in performing public contact and communication duties. Ability to be resourceful in gathering and giving program information.

Minimum Education and Experience Requirements:

Graduation from High School and demonstrated possession of knowledge, skills and abilities gained through at least one year experience of office assistant/secretarial experience; or an equivalent combination of training and experience. Computer experience required.

HOW TO APPLY: A State application PD 107* can be obtained from and must be submitted to DWS at the address below. **Include 3 references and an e-mail address on the application.** A Criminal Background check will be completed before hiring. **No resumes may be considered, but may be attached to PD107.** An employment test may be given. No applications are accepted at Macon County DSS. No applications are accepted at Macon County DSS.

Division of Workforce Solutions - NC Works
Court House Annex
5 West Main Street
FRANKLIN, NC 28734

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