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Department of Social Services
106 East Morgan Street
Brevard, NC 28712

March 12, 2019

POSITION AVAILABLE

CLASSIFICATION: PROCESSING ASSISTANT IV / Grade: 8

SALARY RANGE: \$26,825 - \$33,540

DATE AVAILABLE: Immediately

CLOSING DATE: March 19, 2019

Duties & Responsibilities: This position serves as the first point of contact in a fast-paced setting for clients in person or by phone. This position assists in routing clients to the appropriate workers or programs through an agency reception program. This position has daily contact with the Income Maintenance units within the agency and serves as the liaison between the client and caseworker. This position manages the flow of paperwork from client by scanning into the caseworker's queue in the agency's document management system. This position must maintain an understanding of agency policies and procedures as they pertain to clients. This position is a critical part of the overall functioning of the agency where team work is critical.

Duties include front desk reception, switchboard, extensive data entry in a variety of programs, filing, correspondences, report retrieval and distribution, backup coverage for other clerical positions, and other clerical support as needed to the agency.

Knowledge, Skills, and Abilities: Considerable knowledge of general office practices and procedures, including extensive personal computer and data entry experience; ability to deal with the public professionally and effectively; possess excellent grammar skills; possess excellent telephone skills; be well organized in work; be extremely self-motivated; prefer experience with Word, Excel and ACCESS databases. Bilingual in English and Spanish a plus.

Minimum Education and Experience: Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least two years of office assistant/secretarial experience; or an equivalent combination of training and experience.

APPLICATION PROCESS: Register with NCWORKS.gov and submit a state application (PD107) along with transcripts to NCWorks Career Center Blue Ridge Community College Transylvania Campus, 45 Oak Park Drive, Brevard, NC 28712 by close of business on date of closing or to Transylvania County Department of Social Services, Attention: Cindy Anders, 106 East Morgan Street, Suite 101, Brevard, NC 28712.

****Pre-employment drug testing required. ****

Applications will be screened for minimum requirements and experience. Qualified individuals will be given a computer and written test. Selection for interview will be based on experience and test results if applicable.

"An Equal Opportunity Employer"