



FORSYTH COUNTY (NC)
invites applications for the position of:

Sr. Income Maintenance Caseworker

SALARY: \$16.06 - \$18.47 Hourly
\$33,402.93 - \$38,413.36 Annually

OPENING DATE: 03/04/20

CLOSING DATE: 03/15/20 11:59 PM

LOCATION: 741 North Highland Avenue, Winston-Salem

DEPARTMENT: Social Services

GENERAL STATEMENT OF DUTIES:

The person in this position will lead and mentor Information Specialists in the Economic Services Division Call Center of DSS. Work includes training and mentoring Information Specialists on county phone systems and Call Center procedures, and assisting employees and callers with questions or providing information regarding Food and Nutritional Services, Medicaid, Day Care, and Energy programs.

DISTINGUISHING FEATURES:

The person in this position is responsible for monitoring and managing the call queue, and serving as the back-up in the Supervisor's absence. The Senior Income Maintenance Caseworker in the Call Center also helps support the Customer Care Center and Energy Programs Team.

This position is assigned to the Economic Services Call Center.

Individual must support the Forsyth County Guiding Principles of WeCare : Integrity, Awareness, Accountability, Respect and Excellence

This position calls for the ability to work in a fast-paced, continuously evolving environment

MINIMUM EDUCATION AND EXPERIENCE:

Graduation from high school or GED and two (2) years of experience as an Income Maintenance Caseworker or closely related experience.

A higher education level may be considered as a substitution for all or part of the experience requirement.

Knowledge of NCFAST is preferred.

Ability to type 45 works per minute (or faster) is preferred.

For all positions requiring a four year degree or above, that degree should be from an appropriately accredited institution. Forsyth County is an equal opportunity employer. Contact Human Resources if you need special assistance.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.forsyth.cc>

Position #04641
SR. INCOME MAINTENANCE CASEWORKER
RB

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