

# VACANCY ANNOUNCEMENT

Date: September 08, 2020

## Greene County Department of Social Services

227 Kingold Blvd; Suite A  
Snow Hill, NC 28580

**CLOSING DATE: October 06, 2020**

### INCOME MAINTENANCE CASEWORKER II -TROUBLESHOOTER

Position #: 179-02-321 Salary Grade: 63

Salary Range: \$30,108 - \$41,955 Starting salary may be lower if not fully qualified

Permanent Full Time: 8 am to 5 pm Monday through Friday

### DESCRIPTION

The primary purpose of this position is to troubleshoot NC FAST issues, initiate and resolve help desk tickets. This position will also take and process applications and determine eligibility for the Energy Programs. Applicant must possess interview skills, exhibit empathy for individual client situations, evaluate each applicants needs and make referrals for other services that may be offered.

### EDUCATION AND EXPERIENCE

Graduation from an accredited associate degree program in Human Services Tech, Business Administration, Secretarial Science, or a closely related curriculum and one year as an IMC I; or graduation from high school and two years of Income Maintenance experience; or an equivalent combination of education and experience.

### HOW TO APPLY

#### **A NC PD107 APPLICATION IS REQUIRED.**

You may download the PD-107 application from the Greene County site ([www.greencountync.gov/job-listings](http://www.greencountync.gov/job-listings)) or the NC Office of State Human Resources site.

**Applications must be completed in full. Do not leave any boxes blank - fill with N/A when needed.** Do not write "see resume" in lieu of filling out the education and work history. **Application must be signed to be considered.**

Please mail applications to the attention of Michelle Shackelford at Greene County DSS 227 Kingold Blvd; Suite A Snow Hill, NC 28580. Application may be faxed to (252) 747-7553 or e-mailed to [michelle.shackelford@greencountync.gov](mailto:michelle.shackelford@greencountync.gov).

*We are an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.*