

LEE COUNTY SOCIAL SERVICES

POSITION ANNOUNCEMENT

POSTING: INSIDE/OUTSIDE DSS 10-22-2020
POSITION: PROCESSING ASSISTANT III - Administration
DATE AVAILABLE: Immediately
SALARY/GRADE: GRADE 58
RANGE \$27,179.00-42,128.00

DUTIES/RESPONSIBILITIES: This position will serve as one of three positions that work the front desk receptionist and switchboard for the agency. In this position you must be able to work with very little supervision and make day to day decisions in a timely manner. The front desk position requires an extremely high degree of public contact, greeting all people who come into the agency, determining their needs and assigning them to which worker/program they should see. This position is the first point of contact that ensures the individual is seen for all the programs that the individual came for as well as those that they might benefit from. This position also serves as a backup for the switchboard. This position involves operating an automated telephone system with 9 incoming lines, 1 intercom, and 104 extensions. The operator must determine which worker or workers the caller needs to speak to or send to the worker's voicemail. This position must have a good understanding of all the programs that social services administers for both the clientele and the general public.

KNOWLEDGES, SKILLS AND ABILITIES

General knowledge of office or work unit procedures, methods and practices.
General knowledge of and ability to use correct spelling, punctuation and specialized vocabulary; ability to proofread.
General knowledge of office accounting and record keeping procedures, mathematics and their application in the work environment.
Ability to learn and apply a variety of guidelines.
Ability to use a variety of office equipment.
Ability to work with people with courtesy and tact.
Ability to screen communications based on predetermined guidelines to independently respond or route inquiries.
Ability to record and compile information based on general guidelines.
Ability to gather and give information and instructions regarding the work process or procedures.
Ability to balance and reconcile figures.
May require ability to coordinate work of other support staff, student workers or volunteers.
Ability to learn to use specialized office equipment.

MINIMUM TRAINING AND EXPERIENCE

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

Preference will be given for bilingual Spanish/English applicant, fluent in speaking and writing both languages.

Employees may be called upon in case of disaster, either natural or man-made, to serve the citizens of Lee County. This service, if required, will take precedence over duties described in this position vacancy announcement.

CLOSING DATE FOR APPLICATIONS: October 30, 2020 at 5:00pm.

Any received after this time will be omitted from those considered.

Submit a completed **State Application (PD 107)** to the attention of Lee County Department of Social Services Personnel Office, 530 Carthage Street, PO Box 1066, Sanford, NC 27331. You can also apply on the county website; <https://leecountync.gov/Departments/HumanResources/Employment/DSSJobApplicationPage>.

Pre-employment drug screening required.

EQUAL OPPORTUNITY EMPLOYER