**ROBESON COUNTY DEPARTMENT OF SOCIAL SERVICES**

**JOB ANNOUNCEMENT**

**PROCESSING ASSISTANT III**

**DESCRIPTION OF DUTIES:**  This position is assigned to the Office Support Unit which serves the entire agency.  The position serves as a switchboard operator and receptionist.   This position is responsible for directing incoming calls to the appropriate staff member.  Position greets customers as they enter the reception area and assist them in reaching the staff member and program area needed.  This position may provide support to other office support staff as needed.  This position reports directly to the Processing Unit Supervisor IV.

**KNOWLEDGE, SKILLS AND ABILITIES:**  Knowledge of office practices and procedures.  Ability to work with the public.  Ability to learn and apply specific rules and regulations of the department and confidentiality of clients.  Working knowledge of computers.  Ability to type 45 wpm. Department of Social Services will administer typing test.

**MINIMUM EDUCATION 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.

**APPLICATION PROCESS:** Interested applicants must contact Division of Workforce Solutions (formerly Employment Security Commission) at 289 Corporate Drive Suite B, Lumberton, NC or (910) 887-6950.  Applicants not referred by DWS will not be considered.  PD-107 application & copy of college transcript, if applicable, must be received at DWS in Lumberton by 5pm on April 23, 2021.  A review of qualifications, employment history and criminal history will determine who is selected for the structured interview.  Applicant selected will be scheduled for drug testing.  In-house applicants submit application to Tammy Kitson.

**SALARY:** $26,020 **GRADE:** 61

**POSTED:** April 8, 2021