**Position**: Public Information Assistant V PTNB

**Department**: Department of Social Services

**Hourly Rate**: $13.39 per hour

**Opening Date:** May 28, 2021

**Closing Date:** June 4, 2021

**Responsibilities:**

An employee in this class is responsible for answering complex programmatic questions from clients and resolving issues that would otherwise be forwarded to the caseworker. Work involves detailed, sensitive, and confidential information. The employee is the first point of contact for persons entering the agency and must be professional and courteous at all times. Duties include entering informational data into NC FAST, scanning all documentation, and submitting tasks to caseworkers. The employee works independently and will consult the supervisor as needed. This position reports to the Administrative Assistant II.

**Qualifications:**

* Graduation from high school or GED and demonstrated possession of knowledge, skills, and abilities gained through at least three years of office assistant/secretarial experience;
* Or completion of a two-year secretarial science or business administration program with one year of responsible experience as described above;
* Or an equivalent combination of training and experience.
* Valid NC driver's license.

**Who We Are:**

Located in the Foothills region of North Carolina, Alexander County is primarily rural in nature. Bordered by the Brushy Mountains to the north and the Catawba River to the south, residents can enjoy a quiet, more isolated area in the country or a more urban setting with lakeside living. The County is rich with history and demographically distinguished by a small town and several rural communities. Alexander County is governed by a five-member Board of Commissioners who are elected at-large, serving four-year terms, with a general operating budget of $43 million and approximately 700 employees. The County offers a wide range of training opportunities, a supportive work culture, and an excellent benefits package.