**ROBESON COUNTY DEPARTMENT OF SOCIAL SERVICES**

**JOB ANNOUNCEMENT**

**INCOME MAINTENANCE TECHNICIAN**

**DESCRIPTION OF DUTIES:**  The primary purpose of the position is to assist customers who contact the agency for various reasons pertaining to their income maintenance cases, in reference to completing an application, redetermination, reporting changes, general inquiries regarding their cases, Medicaid transportation related issues, and Managed Care Provider changes.

**KNOWLEDGE, SKILLS AND ABILITIES:** Good mathematical reasoning and computational skills.  Ability to communicate with clients, applicants, and the public to obtain data, and to explain rules and procedures.  Ability to understand the needs and problems of clients/applicants.  Ability to learn the program area of assignment.

**MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS:** Graduation from high school and two years of paraprofessional or clerical public contact experience which should have included negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data, and/or the performance of mathematical or legal tasks; or graduation from high school and one year of experience in an income maintenance program, or an equivalent combination of training and experience.

**APPLICATION PROCESS:** Interested applicants must contact Division of Workforce Solutions (910-887-6950) at 289 Corporate Drive Suite B, Lumberton, NC by 5:00 pm on June 1, 2023.  Applicants not referred by DWS will not be considered. **A PD-107 & copy of college transcript**, if applicable, must be received at DWS in Lumberton by 5 pm on June 1, 2023.  A review of qualifications, employment history and criminal history will determine who is selected for the structured interview.  The applicant selected will be scheduled for drug testing.  In-house applicants submit application to Tammy Kitson.

**SALARY:**  $34,205.45                                                **GRADE:**  65

**POSTED:**  May 1, 2023

**Robeson County Department of Social Services is an Equal Opportunity/Affirmative Action Employer.**