**ROBESON COUNTY DEPARTMENT OF SOCIAL SERVICES**

**JOB ANNOUNCEMENT**

**INCOME MAINTENANCE TECHNICIAN**

**DESCRIPTION OF DUTIES:**  The primary purpose of the position is to assist in the timely reporting of Food and Nutrition Services recertifications as well as the timely reporting of electronic, telephone and mail-in Food and Nutrition Services applications. This position is responsible for the daily logging of all FNS recertifications into NCFAST received by mail or dropped off at the agency. This position is responsible for keying late FNS recertifications and assisting with the interview process. This position is responsible for scanning mail-in FNS applications and assigning the application to a caseworker by round robin selection in iiReception. This position is responsible for mailing new applications upon request to potential clients as well as mailing applications to clients that have returned FNS recertifications that are beyond the acceptable date. This position is responsible for handling all FNS transfer cases and assigning them to the correct caseload as well as managing the online withdrawal queue. This position will also assist with assigning electronic, telephone and paper Energy applications when necessary.

**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.

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**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 January 16, 2024.  Applicants not referred by DWS will not be considered. **A PD-107 application & copy of college transcript are required** and must be received at DWS in Lumberton by 5pm on January 16, 2024. A review of qualifications, employment history and criminal history will determine applicants selected for the structured interview.  Applicant selected will be scheduled for drug testing.  In-house applicants submit application to Tammy Kitson.

**SALARY:** $35,231.62 **GRADE:** 65

**POSTED:** December 18, 2023

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

**Employer.**