



Forsyth County (NC) Sr. Office Assistant

SALARY	\$17.84 - \$20.52 Hourly \$37,107.77 - \$42,673.94 Annually	LOCATION	Winston-Salem, NC
JOB TYPE	Full Time	JOB NUMBER	07363
DEPARTMENT	Social Services	DIVISION	Administration
OPENING DATE	02/06/2024	CLOSING DATE	2/18/2024 11:59 PM Eastern

General Statement of Duties

Forsyth County Department of Social Services is seeking an energetic and highly motivated self-starter to serve as Sr. Office Assistant Unit within our Child Support Services division.

The desired candidate for this position will demonstrate a high level of professionalism, advanced abilities in working with office software programs and the state child support system (ACTS), the ability to multi-task, be people-oriented, and work effectively in a fast-paced environment.

Distinguishing Features

Strong verbal and written communication skills are important for interacting with the public, documenting customer interactions, and mentoring and training office assistants.

Excellent organizational and computer skills are a must, with attention to detail and accuracy. In addition, the desired candidate must possess excellent telephone demeanor as answering incoming telephone calls, using a computer and headset, and quickly assessing customers' needs are important functions of this position as well as training other office assistants to perform this task.

The Sr. Office Assistant will need the ability to perform daily word processing tasks such as creating routine letters, memorandums, and informal reports. This person will also need to be able to work in Excel to enter and correct data, modify a workbook, format a worksheet, and using printing functions.

This person will also need to be able to create a slideshow presentation in PowerPoint, run the presentation, and print it.

Minimum Education and Experience

Graduation from high school or GED and at least one year of office/clerical experience. A higher education level may be considered as a substitution for all or part of the experience.

Customer service skills to include assisting internal and external customers timely, efficiently, and in a friendly manner.
Knowledge of and ability to use office technology to include a computer, copier, scanner, telephone, and printer.
Knowledge of and ability to use Microsoft Office products and applications to include word processing, spreadsheet, and presentation programs.

Verbal and written communication skills to include the usage of correct grammar in written and verbal interactions, the ability to convey information clearly and concisely, and the ability to read and/or listen for understanding.

Ability to work well under pressure to meet deadlines and;

Ability to handle changes effectively

Essential Duties and Responsibilities

Additional duties include maintaining digital filing systems, scanning incoming mail, preparing outgoing mail for distribution, responding to customer inquiries, greeting customers, and providing clerical support to functional unit staff.

Proficient typing and data entry skills are a must.

It is an expectation that the Sr. Office Assistant will possess or obtain a NC Notary license and notarize documents as part of their regular duties.

Agency

Forsyth County (NC)

Address

201 N. Chestnut St.

Winston Salem, North Carolina, 27101

Phone

336-703-2400

Website

<http://www.forsyth.cc>

Sr. Office Assistant Supplemental Questionnaire

*QUESTION 1

The following supplemental questions may be used as a scored evaluation of your knowledge, skills and experience. Be certain that the choices you make correspond to the information you have provided on your application. Please be as honest and accurate as possible. You may be asked to demonstrate your knowledge and skills in a work sample or during a hiring interview. By completing this supplemental evaluation you are attesting that the information you have provided is accurate. Any information you provide may be reviewed by the hiring manager. Any misstatements or falsification of information may eliminate you from consideration or may result in dismissal. "See resume" is not an acceptable answer to the questions.

- Yes I understand and agree
- No I do not agree

*QUESTION 2

How many years of experience do you have working in a call center environment?

- No experience
- 1 - 3 years
- 4 - 6 years

More than 6 years

***QUESTION 3**

How many years of data entry experience do you have?

- Less than 3 years
- 3 years to less than 6
- 6 years or more

***QUESTION 4**

How many years of mail processing and/or filing experience do you have?

- No experience
- 1 year but less than 2 years
- 2 years but less than 3 years
- 3 years but less than 4 years
- 4 years or more

***QUESTION 5**

How many years of experience do you have with face-to-face contact serving the public?

- No experience
- 1 year but less than 2 years
- 2 years but less than 3 years
- 3 years but less than 4 years
- 4 or more years

* Required Question