



Forsyth County (NC) Income Maintenance Supervisor (ESD Call Center)

SALARY	\$26.36 - \$30.31 Hourly \$54,828.80 - \$63,044.80 Annually	LOCATION	Winston-Salem, NC
JOB TYPE	Full Time	JOB NUMBER	07448
DEPARTMENT	Social Services	DIVISION	Economic Services
OPENING DATE	03/08/2024	CLOSING DATE	3/22/2024 11:59 PM Eastern

General Statement of Duties

The Department of Social Services is seeking a highly motivated, dependable professional with advanced communication and exceptional customer service skills to operate a call center.

Distinguishing Features

The successful candidate must be able to interpret complex rules and regulations and use good judgment to make appropriate decisions related to customer service within a call center. They must have exceptional organizational skills, the ability to perform basic mathematical calculations, the ability to work quickly within deadlines, have proficient knowledge of Microsoft Office and software related to a call center and general office equipment and be able to thrive in a team-oriented environment.

This position calls for the ability to work in a fast-paced, evolving environment within a call center.

Minimum Education and Experience

Graduation from high school or GED and three (3) years of experience as a caseworker or investigator in an income maintenance program. A higher education level may be considered as a substitution for all or part of the experience requirement.

Prefer one year of supervision or two years as a Senior Income Maintenance Caseworker, NCFAST is required.

Valid driver's license required.

Agency

Forsyth County (NC)

Address

201 N. Chestnut St.

Winston Salem, North Carolina, 27101

Phone

Website

Income Maintenance Supervisor (ESD Call Center) 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

Please select your highest level of completed education.

- Some high school
- High school diploma or GED
- Some college, trainings, certifications
- Completion of a vocational program
- Associate's degree
- Bachelor's degree
- Master's degree or higher

*QUESTION 3

What best describes your years of experience in customer service?

- No Experience
- Less than 3 years
- 3 to 5 years
- 5 to 7 years
- 7 to 10 years
- More than 10 years

*QUESTION 4

What best describes your years of experience in eligibility, case management or related work?

- No experience
- Less than 2 years
- 2 to 4 years
- 4 to 6 years
- More than 6 years

***QUESTION 5**

Which best describes your years of experience working in an office environment?

- No experience
- Less than 2 years
- 2 years to less than 5 years
- 5 years or more

***QUESTION 6**

Which best describes your years of experience working with NCFAST?

- No experience
- Less than 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 4 years
- More than 5 years

***QUESTION 7**

With which software are you proficient (choose all that apply)?

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Google Docs
- Google Sheets
- Google Forms
- Google Slides

***QUESTION 8**

Do you have experience working for a public sector Social Services department (city, county, state, etc.)?

- Yes
- No

***QUESTION 9**

Have you worked in or supervised a call center in a Health and Human Services department?

- Yes
- No

* Required Question