



# Madison County Department of Social Services

Connie M. Harris, MPA  
Director

Telephone: 828-649-2711  
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5707 U.S. Hwy 25/70, Suite 1  
Marshall, NC 28753

## VACANCY ANNOUNCEMENT

**TITLE:** Income Maintenance Supervisor II  
Economic Services Unit  
**GRADE:** 67  
**SALARY:** \$44,405.69

### DESCRIPTION OF WORK:

This position is responsible for the administrative and technical supervision of a section within the Economic Services unit which performs all of the eligibility functions (i.e. intake, processing and review) for Medicaid programs.

This position is responsible for ensuring that the unit meets or exceeds the quality and timeliness standards determined by Federal, State and County policy. Additionally, this employee plans, organizes and directs workflow and tasks for subordinate employees; determines individual and unit training needs, supervises training efforts, and evaluates effectiveness of training.

Responsibilities also include evaluating the work of line staff for adherence to Federal, State and County standards, and a variety of personnel functions to include performance evaluations and participation in the selection of employees for the unit. This employee must be able to confront issues and participate in performing disciplinary action when necessary. Work at this level includes interpreting program policies; responding to complaints and inquiries, preparing reports and interacting with state program representatives. Work is performed independently in accordance with established policies and procedures.

This employee must have strong organizational skills, excellent communication skills, be a team player by assisting with the units as needed, be trustworthy and willing to learn and handle change.

This employee must respond to disasters as needed in accordance with Madison County DSS policy, in the event of a natural or man-made disaster or upon the declaration of a state of emergency by the Madison County Emergency Management Office and performs other duties as assigned.

This position is exempt under the Fair Labor Standards Act.

Employee reports directly to the Economic Services Program Manager and is responsible to the Director.

### KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of all income maintenance programs, forms, and documents used in determining eligibility. Considerable knowledge of the use of the income maintenance manuals. Considerable knowledge of needs, problems, and attitudes of disadvantaged persons. General knowledge of all agency programs and services. General knowledge of community services and programs which could affect the client/applicant. General knowledge of the budget process. Excellent computer skills sufficient to use NC FAST and other State online case management systems, as well as other search engines and software programs. Good mathematical, reasoning, and computational skills. Ability to instruct, organize, direct, and supervise lower-level employees. Ability to learn basic supervisory/management skills. Ability to communicate effectively with workers, supervisors, applicants, and community agencies to obtain pertinent data and to interpret rules and regulations. Ability to present information orally and in written form. Regular, predictable work attendance is expected and is required.

### MINIMUM TRAINING AND EXPERIENCE:

Three years of experience as a caseworker or investigator in an income maintenance program, preferably with one year of supervisory experience; or an equivalent combination of training and experience.

**CONDITIONS OF EMPLOYMENT:**

Each applicant who is tendered an offer for employment for any position with Madison County Department of Social Services shall be tested for the use of drugs specified in the Agency Policy. Refusal to submit to testing shall be basis for withdrawal of the conditional employment offer. Valid N. C. Driver's License and own transportation required. Criminal Background Check required.

**APPLICATION PROCESS:**

Applicants will be given credit only for information provided in response to this announcement. No additional information will be solicited or considered by this office, therefore, persons who submit incomplete applications may not receive full credit for their education, training and experience. Applicants will not automatically be given credit based on their position title.

A NC State Application Form (PD 107) and a Certified College Transcript (if applicable), and/or High School Transcript (if applicable) must be submitted to:

Connie M. Harris, MPA  
Director  
Madison County DSS  
5707 U.S. Hwy 25-70, Suite 1  
Marshall, N. C. 28753

**AN EQUAL OPPORTUNITY EMPLOYER**

or

[charris@madisoncountync.gov](mailto:charris@madisoncountync.gov)

or

828-649-3687 (Fax)

**Only applicants meeting the minimum training and experience requirements as described within this announcement will be considered.**

**CLOSING DATE: Open until filled**