



# Madison County Department of Social Services

Connie M. Harris, MPA  
Director

Telephone: 828-649-2711  
Fax: 828-649-3687

5707 U.S. Hwy 25/70, Unit D  
P.O. Box 219  
Marshall, NC 28753

## VACANCY ANNOUNCEMENT

**TITLE:** Processing Assistant III

**GRADE:** 57

**SALARY:** \$23,803

### DESCRIPTION OF WORK:

Employee performs a variety of office and/or technical tasks to support the Department's Administration, Economic Services Caseworkers, Social Workers and/or Senior Nutrition Services programs.

Examples of work which may be performed include: answering a multi-line telephone system for 70+ employees; greeting customers that come into the Department and referring them to the appropriate employee or agency for assistance; providing information to the public; ordering office supplies, processing incoming and outgoing mail, Courier mail, faxes; copying and scanning documents; filing, accepting NC Health Choice and/or Fraud payments; producing reports, creating tickets for IT helpdesk or Maintenance Department, data entry, management of payee accounts and other related clerical tasks.

Applicants should have excellent customer service skills, good computer skills, the ability to communicate effectively in person and by telephone, a general knowledge of office procedures, and the ability to learn and apply a variety of guidelines.

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. Performs other duties as assigned.

Regular, predictable work attendance is required.

### KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of office or work unit procedures, methods and practices. General knowledge of and ability to use correct spelling, punctuation and specialized vocabulary; ability to proofread. General knowledge of office accounting and record keeping procedures, mathematics and their application in the work environment. Ability to learn and apply a variety of guidelines. Ability to use a variety of office equipment. Ability to work with people with courtesy and tact. Ability to screen communications based on predetermined guidelines to independently respond or route inquiries. Ability to record and compile information based on general guidelines. Ability to gather and give information and instructions regarding the work process or procedures. Ability to balance and reconcile figures. May require ability to coordinate work of other support staff, student workers or volunteers. Ability to learn to use specialized office equipment.

### MINIMUM TRAINING AND EXPERIENCE:

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least one year of office assistant/secretarial 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 High School Transcript must be submitted to:

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

or

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

or

828-649-3687 (Fax)

**AN EQUAL OPPORTUNITY EMPLOYER**

**CLOSING DATE: Open until Filled**