



DEPARTMENT OF SOCIAL SERVICES
P.O. Box 2429 • Fayetteville, North Carolina 28302-2429
(910) 323-1540 • Fax (910) 677-2232

NOTICE OF VACANCY

JULY 23, 2010

POSITION # : 151-04-269

CLOSING DATE: AUGUST 3, 2010

**TYPE OF VACANCY: Office Assistant III (Switchboard Operator)
Operations and Planning Section**

SALARY GRADE: 57

ANNUAL SALARY: \$23,443

CONDITIONS OF EMPLOYMENT: (The selected applicant will be subject to the following conditions prior to appointment). Failure to complete or fulfill these conditions may result in dismissal. Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be a basis for withdrawal of the conditional employment offer. Criminal background check is required. This person must possess a North Carolina Drivers License and maintain an acceptable driving record so as to remain eligible to drive as outlined in the County's Safe Driving Policy. **Person must be tested through the Employment Security Commission passing the Microsoft 2000 Word/Excel exam with a score of 50 or above. Person must also pass spelling exam with 60 or above correct words. Test scores must be submitted with application by closing date in order to be considered for position.**

MINIMUM EDUCATION & EXPERIENCE REQUIRED: Graduation from high school and demonstrated possession of knowledge, skills and abilities gained through at least one year of office assistant/secretarial experience; or an equivalent combination of training and experience.

KNOWLEDGE, SKILLS AND ABILITIES: This position requires the knowledge and skills necessary to operate the listed office equipment; this position requires basic computer knowledge and skills as well as familiarity with Microsoft Excel/Access databases. The person in this position must be able to lift a minimum of 25 pounds and a maximum of 50 pounds as frequent lifting is required. This position will be cross-trained with other Processing Assistants assigned to the Operations Team. This position may be called upon to offer assistance to the Mailroom, Records Management, Reception Team and Supply Team during workflow crisis. Person must be flexible as tasks could fluctuate without prior notice. Strong communication skills are a must, as the person in this position will interact with people throughout the agency.

...partnering with families and the neighborhoods where they live to plan and provide early help to vulnerable families....

DUTIES: This position is a Records Control Processing Assistant under the direction of the Records Management supervisor. The major responsibility of this person is to receive, prepare and scan out processing items to the electronic case management system for rapid access by the caseworker and to inventory, box and maintain all scanned active and inactive records.

The primary purpose of this position is to perform tasks involved in the electronic storage and retrieval of out processing records received, produced and maintained in the agency; this position is one the primary Records Management contact to electronic case management system for the Records Management team

The workload fluctuates frequently on a daily basis; this person must respond quickly to out processing materials received and must maintain the inventory of scanned records in a timely fashion. This position must be adaptable to meet customer's demands and must maintain flexibility in work schedules to meet emergency demands.

This position must maintain the computer database that stores all scanned records. The Records Management supervisor will periodically review all catalogs and databases for strategic planning, analysis and reports to the Operations Manager.

This employee will operate (1) Gateway E Series Computer and (1) Multifunction printer/scanner. This employee will be expected to utilize Microsoft word processor, spreadsheet and database software as well as the Casex case management software in order to process requests.

APPLICATION: All agency employees should contact SHARON YOUNG, at Ext. 2590, or sharonyoung@ccdssnc.com OR MARTA FUSSA, at Ext. 2599, or martafussa@ccdssnc.com. All other applicants should mail a State Application (PD 107) and their **test scores** to Cumberland County Department of Social Services, P.O. Box 2429, Fayetteville, NC 28302. **Applications must be received in this office by 5:00 PM (or if mailed, post marked) on the application closing date listed on this announcement.** *All applicants will be considered, but not necessarily interviewed.* Appointment to position within the Cumberland County Department of Social Services shall be made without regard to race, sex, age, religious preference, political affiliation, or handicapping condition.

*Applications can be downloaded at
http://www.co.cumberland.nc.us/human_resources/job_vacancies/dss.aspx
and can be located on the 1st floor of our agency.*

FAXED AND E-MAILED APPLICATIONS ARE NOT ACCEPTABLE.

Appointment to position within the Cumberland County Department of Social Services shall be made without regard to race, sex, age, religious preference, political affiliation, or handicapping condition.

THE CUMBERLAND COUNTY DEPARTMENT OF SOCIAL SERVICES HIRES ONLY UNITED STATES CITIZENS AND LAWFULLY AUTHORIZED ALIENS WHO ARE IN COMPLIANCE WITH THE IMMIGRATION REFORM AND CONTROL ACT OF NOVEMBER 6, 1986.

CCDSS IS AN EQUAL OPPORTUNITY EMPLOYER

PLEASE INDICATE THE POSITION NUMBER(S) WHEN APPLYING.