



BERTIE COUNTY
Department of Social Services
PO Box 627
110 Jasper Bazemore Ave.
WINDSOR, NORTH CAROLINA 27983

TELEPHONE
252-794-5320

DIRECTOR
Daphne Little

POSITION ANNOUNCEMENT

Office Assistant III

POSTING DATE: November 27, 2023

CLOSING DATE: Open Until Filled

CLASSIFICATION: Office Assistant III

SALARY GRADE: 57

HIRING RANGE: \$24,337.74 - \$37,723.74

****\$2,000 SIGN-ON BONUS: \$1,000 at completion of sixth month and twelfth month of employment****

APPLICATION PROCESS: Submit a completed State of North Carolina Application Form (PD-107), with an official college transcript (if applicable) no later than 5:00 pm on the closing date to: Bertie County DSS Attn: Melissa Surgeon PO Box 627 Windsor, NC 27983, Bertie County Human Resources PO Box 530 Windsor, NC 27983, any Employment Security Office / NC Works Office or at Martin Community College-Bertie Campus 409 Granville Street, Windsor, NC 27983. The contact number is 252-794-4861, ext. 175. Resumes in lieu of a completed PD-107 are not acceptable. Late, incomplete and/or unsigned applications will not be considered. A current, valid NC driver's license is required.

MINIMUM EDUCATION AND EXPERIENCE:

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:

- General knowledge of office or work unit procedures, methods and practices.
- General knowledge 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 applicable to the work process.
- Ability to work with people with courtesy and tact in performing public contact duties.
- Ability to record and compile information based on general guidelines.
- Ability to balance and reconcile figures.
- Ability to screen communications based on predetermined guidelines.
- Ability to gather and give information and instructions regarding the work process and procedures.
- Ability to learn to use specialized office equipment.
- May require ability to coordinate the work of other support staff, student workers or volunteers.

DESCRIPTION OF WORK:

This position will perform a variety of clerical, secretarial, and administrative tasks that support the efficient operation of the Universal Income Maintenance Teams **AND/OR** the Services Unit. This position may also serve as back-up to the receptionist.

Day to day responsibilities include: Data entry, retrieving and logging information, answer the phone, accurately forward calls and/or messages to appropriate staff; type, scan, fax, copy various documents; open and distribute mail; retrieving and filing case records, maintain and update databases as needed, and other general office duties.

This worker will work independently, individually and with other Office Support staff following specific guidelines. This position requires a general knowledge of the office or assigned unit's policies and procedures in order to communicate information involving program functions and services.

This position requires the worker to actively listen, understand and apply the information as needed. This worker will also maintain accurate paper and computerized files.

EXAMPLES OF DUTIES PERFORMED:

- General office duties
- Written, telephone and electronic communication
- Serves as the primary back-up receptionist during lunch and on days the receptionist is out of the office
- Makes copies, organize case file folders
- Maintain file room by pulling and filing case files
- Greets visitors, applicants, recipients as they visit the agency
- Public contact which includes receiving and providing general information
- Gives information in person and by telephone in response to inquiries and gathers needed information,
- Screens applicants and recipients to identify how to route them appropriately
- A significant knowledge of office procedures and practices, as well as office programs, organizational structure and services,
- Accurate completion of documents required by the rules and regulations of specific programs
- Operation of various office equipment: computers, copiers, printers, scanners, telephones, fax machines, etc.
- Work requires the use of automated office systems, which are used to establish, retrieve, verify, research, update and/or authorize processing actions.
- Works independently with people with courtesy and tact in performing public contact duties
- Must adhere to the laws of Confidentiality
- Responsible for any other duties assigned by the supervisor or director

PREFERENCES:

- Computer knowledge and experience with Personal Computers and various computer software programs, such as MS Word, MS Excel, Web-based programs, etc.

A Criminal Background Check will be required before any offer of employment

Employee may be called upon in case of disaster, either natural or man-made, to serve the citizens of Bertie County. This service, if required will take precedence over duties described in this position vacancy announcement.