

EDGECOMBE COUNTY
DEPARTMENT OF SOCIAL SERVICES
3003 NORTH MAIN STREET
TARBORO, NORTH CAROLINA 27886

PUBLIC INFORMATION ASSISTANT IV
SALARY: \$21,951

165-04-308

This position reports to the Personnel Officer. The major purpose of this position is to serve as front desk receptionist for the agency. This position provides customer service by directing customers to the appropriate worker, ensures that the customers receive the proper attention and guidance in the utmost courteous, direct, expeditious and professional manner. Position explains program policies and procedures to the general public. Position will gather information regarding the case for workers and necessary documentation to assist in processing using the NC FAST System. Position will handle in-house calls from customers needing information regarding our services. In addition, this position must have the ability to function in several computer programs at the same time to receive accurate and detailed information and key status information. This position registers citizens to vote in coordination with the local & State Board of Elections, and issue fishing licenses and maintain files and perform other duties as assigned. Overtime work is compensated with compensatory time off. A valid NC driver's license and access to a passenger vehicle is required. The position is located in the **TARBORO OFFICE**, however; office location may be subject to change based on the needs of the agency.

KNOWLEDGE, SKILLS AND ABILITIES

Significant knowledge of operating a switchboard, ability to learn and independently apply laws and departmental rules and regulations covering programs and services, ability to record, summarize and perform basic analysis of data, ability to independently work with people with courtesy and tact in performing public contact duties that may be sensitive in nature, significant knowledge of and ability to use correct grammar, vocabulary, spelling and office terminology, ability to review and process information to determine conclusions, actions or compliance with applicable laws, rules or regulations. Must have good computer skills.

MINIMUM EDUCATION AND EXPERIENCE

Graduation from High school and demonstrated possession of knowledge, skills and abilities gained through at least two years of office assistant/secretarial/clerical experience. A high school equivalency certificate or one year of clerical experience may be substituted for high school graduation. Notary Public required.

Application Process: Applications are available online at www.edgecombecountync.gov. Applications are also available at the Edgecombe County Manager's Office at 201 S. Andrew St., Tarboro, NC 27886. Applications can also be picked up at the Social Services Office at 301 S. Fairview Rd. Rocky Mount, NC 27801. Applications are to be returned to Nora Harper, Personnel Assistant at 301 S. Fairview Rd., Rocky Mount, NC 27801. Applicants may also apply at the Division of Employment Security. Electronic copies, Fax copies, incomplete or unsigned applications will not be considered.

Preferences: Prefer applicants with strong computer skills and working knowledge of word processing applications and various PC programs. Prefer job related experience in a Department of Social Services. Bilingual English/Spanish applicants encouraged to apply.

Application Period: 12/30/2013 thru 01/09/2014
Application Deadline: January 9, 2014 @ 5:00 p.m.

We support a drug free work environment. A pre-employment drug screening and criminal background check is required.

AA/EOE