



P.O. Box 67, 320 Pensacola Road, Burnsville, NC 28714

*Are you looking for a career where you will have the opportunity to transform lives? Would you like to be a part of a professional work family atmosphere, where helping others is our shared vision? Would you like to **LIVE**, **WORK**, and **PLAY** in the beautiful mountains of Yancey County - The Gateway to Mount Mitchell? If all of that sounds appealing to you, consider joining us at Yancey County DSS!*

JOB VACANCY

Processing Assistant III - Reception

County Grade(s): 53 - 55 Range: \$25,660 to \$32,075 Closing Date: Until filled.

We are looking for employees that meet the qualifications in the Job Description.

APPLICATION PROCESS

Interested candidates should submit:

- *Letter of Interest*
- *Yancey County Application for Employment*
<https://yanceycountync.gov/images/PDF/Vacancy/YanceyCountyEmploymentApplication.pdf>
- *Transcripts*
- *Three (3) references to:*
Yancey County DSS
Attn: Sonya Morgan
PO Box 67
Burnsville, NC 28714
or to sonya.morgan@yanceycountync.gov

Applicants will only be given credit for information provided in response to the application process in order to receive full credit for their education, training, and experience. No additional information will be solicited by Yancey County DSS.

The mission of the Yancey County Department of Social Services is to respectfully assist families and individuals by helping them maintain, and/or enhance their quality of life; to prevent abuse, neglect, and exploitation of vulnerable people in the community.

Processing Assistant III

Job Description

PA III DESCRIPTION OF WORK - This Processing Assistant III (PAIII) position is responsible for providing clerical support to all units in the agency. This employee will be responsible for answering the phones and directing calls to the appropriate worker and works diligently to transfer calls to the social worker responsible for taking a report of suspected abuse or neglect. The PA III will also be responsible for greeting the public, reviewing applications, re-certifications, and supporting documentation supplied by clients. The employee is responsible for scanning documents into the system, maintaining the workrooms, obtaining information from the public and directing them to the appropriate program for assistance. The PA III is responsible for processing mail and distributing mail, ordering and distributing supplies, making copies, filing, maintaining and performing minor repairs on copiers, logging information on the appropriate forms and is expected to deal effectively and respectfully with the public.

RECRUITMENT STANDARDS

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 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.

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