

STATE OF NORTH CAROLINA
OFFICE OF STATE HUMAN RESOURCES
POSITION DESCRIPTION FORM (PD-102R)

APPROVED CLASSIFICATION:

EFFECTIVE DATE:

ANALYST:

(This Space for Personnel Department Use Only)

1. Present Classification Title of Position: Income Maintenance Technician	7 Present 15 Digit Position Number: 299040501	Proposed 15 Digit Position Number: 299040501
2. Usual Working Title of Position: IM Tech	8. Department, University, Commission, or Agency Yancey County DSS	
3. Requested Classification of Position: Processing Assistant III	A. Institution & Division: Yancey County DSS	
4. Name of Immediate Supervisor: Sonya Morgan	10. Section and Unit: Administrative Unit	
5. Supervisor's Position, Title & Position Number: Administrative Officer II (299160300)	11. Street Address, City and County: 320 Pensacola Road, Burnsville, NC – Yancey Co	
6. Name of Employee: VACANT	12. Location of Workplace, Building and Room Number: 320 Pensacola Road, Burnsville, NC – Yancey Co	

I. A. Primary Purpose of Organizational Unit:

The primary purpose of the Administrative Unit is to provide support and direction for DSS agency.

B. Primary Purpose of Position:

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.

C. Work Schedule

Monday – Friday; 8:30 am to 5:00 pm

D. Change in Responsibilities or Organizational Relationship:

The position is being reclassified from an Income Maintenance Technician. The incumbent in the position provides a variety of clerical support activities for all units agency-wide. Duties are not limited to Economic Services. This reclassification will become effective July 1, 2020.

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES: Must include % of time spent on each item.

25% - Reviewing and copying applications, re-certifications, and supporting documentation mailed in or dropped off, scanning documentation to the appropriate worker; creating tasks in NC FAST, processing documentation received via mail, in-person, drop box, or courier and sending to the appropriate worker, issuing fishing waivers in ALVIN;

20% - Answering phones, answering general questions, assessing the caller's needs, directing calls to the appropriate worker, providing resource information, making sure that an intake worker is available to receive APS & CPS reports;

20% - Greeting the public, establishing the needs of visitors and clients, providing requested information, facilitating between clients and caseworker to ensure needed information is obtained or provided, directing the client to the appropriate worker;

15% - Performing miscellaneous clerical and support duties including copying or faxing, cleaning and maintaining workspace, lobby, and kitchen areas, participating in training, and all other duties that may be requested or assigned;

5% - Monitoring supplies and office equipment, purchasing needed supplies, reporting equipment issues to vendors;

5% - Recording returned Medicaid cards and maintaining on agency log and distributing to worker for response;

5% - Processing and receipting Health Choice and fraud payments, generating monthly Health Choice report;

5% - Processing mail with postage meter, dropping off and picking up mail from post office and courier box, date stamping and distributing mail for processing, dropping off or mailing in voter registrations.

II. B. OTHER POSITION CHARACTERISTICS:

An employee in this position works in the Front Office area and must be attentive to the general public entering the building. The employee should treat everyone who enters the building with dignity and respect. The employee should also be alert to any perceived threats and be ready to contact law enforcement if needed.

An employee in this position must be able to pay attention to detail and perform their duties effectively so that the client will have a positive outcome.

III. A. KNOWLEDGES, SKILLS, & 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.

B. Required Minimum Training (Must match State classification spec):

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.

IV. License or Certification Required by Statute or Regulation: N/A

IV. Signatures indicate agreement with all information provided, including designation of essential functions.

Supervisor's Certification: I certify that (a) I am the immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Title: _____ Date: _____

Employee's Certification: I certify that I have reviewed this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

Section or Division Manager's Certification: I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

HR Director's Certification: I certify that this is an authorized, official position description of the subject position.

Signature: _____ Title: _____ Date: _____