



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

****REPOSTING****

October 12, 2011

POSITION #: 151-04-235

CLOSING DATE: OCTOBER 21, 2011

TYPE OF VACANCY: OFFICE ASSISTANT III, CHILDREN SERVICES

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 as 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. Law enforcement background check is required. Has or is able to obtain a valid North Carolina Drivers License. **Person must be tested through the Employment Security Commission passing typing exam at 45 net words per minute. Person must also pass spelling exam of 60 or above correct words. Basic computer literacy is required to successfully meet expectations of this position. Competence in Windows, Word, and E-mail are essential. Test results must be submitted with application by the closing date in order to be considered for the position.**

MINIMUM EDUCATION & EXPERIENCE REQUIRED: High school and demonstrated possession of knowledge, skills, and abilities gained through one year of office assistant/secretarial/processing assistant experience or an equivalent combination of training and experience.

KNOWLEDGE, SKILLS & ABILITIES: Appropriate telephone interaction is required – worker should be able to respond to callers and visitors to the Child Protection & Placement Section (CPPS) courteously and professionally. This worker also acts as back-up receptionist for the section on a rotating basis. Worker should have the ability to function under stress; ability to organize workload; and ability to be flexible as the primary purpose of this position is to provide clerical support within the CPPS. Worker should have the ability to speak and write clearly.

DUTIES: This worker will be a member of a clerical pool and will provide clerical support for Child Protective Services (CPS). This support will require typing of results of CPS investigations in records utilizing handwritten notes and Dictaphones, typing petitions and related court material, and typing general correspondence for workers and supervisors. This person will be responsible for covering the reception desk phones. This person

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

must be flexible in the work environment with the ability to alter planned work schedule to accommodate crisis situations or change in clerical functions/duties. This worker will also conduct background/criminal records checks upon requests from social workers.

The information in CPS records is very sensitive. Confidentiality of the record must be maintained and safeguarded by this worker, not only in relation to own self-discipline, but in relation to telephone requests for information. Worker must be able to respond appropriately to all requests and route to social worker or supervisor for disposition of such requests.

This position is responsible for gathering and processing unit timesheets. Mileage sheets maintained by the social workers are also checked by the Office Assistant prior to submitting to the county for payment.

APPLICATION: All agency employees should contact SHARON YOUNG, at Ext. 2590, or via E-mail at sharonyoung@ccdssnc.com OR MARTA FUSSA, at Ext. 2599, or via E-mail at martfussa@ccdssnc.com. All other applicants should mail a State Application (PD 107) 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.

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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