



HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST
HENDERSONVILLE, NC 28792

Memo

To: All Interested Candidates
From: Jan Prichard, Human Resources Director
Date: **December 7, 2017**
RE: Job Posting – **One (1) Full Time Office Assistant IV**
Department of Social Services

Duties and Responsibilities: This position performs administrative office duties and investigative tasks to assist agents with locating absent parents for child support purposes. Will be responsible for greeting Child Support clients and the general public, assisting visitors with general inquiries about Child Support as well as fulfilling requests of attorneys, clients and their representative. Courtesy and tact are required. This position receives specific inquiries from clients and addresses them within the scope of triage, referring on to child support agents if more specific detailed information or action outside the duties of triage worker are required. Work involves gathering data to locate absent parents and to verify their income utilizing investigative software. Work is supervised by the Child Support Enforcement Supervisor.

Qualifications: Considerable knowledge of the Child Support Enforcement Program and applicable legal proceedings, and investigative methods used in the program. Ability to establish rapport and interview clients, non-custodial parents; organize, analyze and summarize case information. Ability to communicate effectively both orally and written. Ability to perform basic math; operate a computer, use Microsoft Office software, to learn the ACTS system. Ability to establish and maintain effective working relationships with clients, non-custodial parents, personnel in other agencies and states, court and law enforcement officials, employers, the public, supervisor and peers.

Graduation from high school and demonstrated possession of knowledge, skills and abilities gained through at least two (2) years of office assistant/secretarial experience; or equivalent combination of training and experience.

Pre-employment drug test and criminal background screening required of finalist applicants.

Applications must be obtained and submitted to Henderson County HRD, 112 First Avenue West, Hendersonville, NC 28792, www.hendersoncountync.org/hrd. Applications may also be obtained at the Henderson County NCWorks Career Center, Blue Ridge Community College, 180 West Campus Drive, Flat Rock, NC 28731.

Deadline for application is: **December 21, 2017**

Starting Rate: \$13.72
Grade: 64

Phone: (828) 697-4669 ♦ Fax: (828) 698-6184
www.hendersoncountync.org/hrd
Henderson County is an Equal Opportunity Employer