



HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST
HENDERSONVILLE, NC 28792

Memo

To: All Interested Candidates
From: Jan Prichard, Human Resources Director
Date: **October 26, 2017**
RE: Job Posting – One (1) Full Time Processing Assistant V
Department of Social Services

Duties and Responsibilities: This position is responsible for day-to-day oversight and direction of the Reception area activities, provides guidance to 2 other receptionists, a mail room clerk and a switchboard operator. The position actively engages the public at an assigned window; This position is responsible for public contact in person and by telephone and computer operation; greets the incoming public; properly log in clients, determine correct destination and route clients to appropriate unit personnel, and initiate the application process for clients; backs up the switchboard operator and routes calls appropriately; backs up operator assigning new applications for the LTC, WFFA, SA, CIP, LIEAP, and applications for Spanish-speaking clients; responsible for collecting payments for NC Health Choice and for Fraud; responsible for straightening up the Reception area and/or Lobby at the end of the day.

Qualifications: Requires in-depth knowledge of agency organization and programs, knowledge of community resources, ability to effectively operate computers and other equipment, and navigate agency and State computer systems. Requires excellent keyboarding skills and effective public relations and communication skills.

High School Diploma and one year of clerical experience. Prefer two years of reception or other high-public contact customer service experience.

Pre-employment drug test and background checks 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.

The deadline for application is: **November 2, 2017**

Starting rate: \$14.84 per hour
Grade: 66A

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www.hendersoncountync.org/hrd
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