

Working Title	Human Services Assistant II (Sussex County)
Role Title	Local-Classified
Hiring Range	\$23,100 (salary commensurate w/experience)
Job Type	Full-Time (Salaried)
Job Type Detail	Full-Time Salaried - Non-Faculty- FTS-1
Does this position have telework options?	No
Does this position have a bilingual or multilingual skill requirement or preference?	No
Pay Band	UG
Is this position funded in whole or in part by the American Recovery & Reinvestment Act (Stimulus Package)?	No
Hiring Agency (1)	Dept of Social Services - Local (765-01)
Hiring Agency (2)	Dept of Social Services - Local (765-01)
Agency Website	www.dss.virginia.gov
Location	Sussex - 183
Sublocation	
District	VDSS Eastern - Sussex - 183
Position Number	L0042
Job Posting Number	
Type of Recruitment	General Public - G
Job Description	<p>Sussex DSS has an exciting opportunity for an applicant who loves working with people and enjoy assisting in a front desk environment. This position serves as the initial point of contact for clients seeking benefits and/or services The successful candidate must have excellent interpersonal skills, be a critical thinker and a team player.</p> <p>Responsibilities are to assist clients with applications and explain basic information about programs and how to apply online. Answer agency switchboard. Issue EBT cards. Research information, using a variety of databases to obtain and/or verify information needed to allow processing of applications. Maintain confidential logs of client documentation received. Responds to routine questions in person, e-mail or by telephone. Scan documents into the states document imaging system (DIMIS). Provides direct administrative support to staff such as, typing, retrieving files, ordering supplies,</p>

and creating forms. Maintain printer and copier supplies, Order state forms, update staff listing, order office supplies. Responsible for scheduling the use of the Boardroom for DSS and county departments. Assemble Board packages. Responsible for managing vehicle work requests and other work order requests for the agency. Open and sort mail, distribute mail and pick up mail from county administration. Operate postage machine and deliver mail to post office. Manage pouch system. Responsible for management of copier and fax machines. Perform other related duties

Must understand principles and strategies for providing great customer services to internal and external customers; Experience with administrative and clerical procedures and systems such as word processing, excel, managing files and records, and other office procedures and terminology. Some knowledge of the regulations, policies, and procedures of the Benefits Program as related to assisting clients. Skill in operating a variety of automated office equipment to include calculator, fax/copier, and the use of computer.

Minimum Qualifications

Demonstrated ability to: read and interpret documents such as State and local policies and procedure manuals; prepares special reports and correspondence as requested; communicate effectively both verbally and in writing; exercise good judgment, tact and resourcefulness in meeting problems and situations; maintain confidential records and materials; plan, organize, and prioritize daily tasks; use correct spelling and basic grammar;

Most possess a valid Virginia drivers license.

High school diploma supplemented with post-secondary coursework in subjects such as social work, human services, gerontology, or one of the social or behavioral sciences, business or related field, and relevant work experience in public administrative support work OR any equivalent combination of training and experience which provides the required knowledge, skills and abilities;

Preferred Qualifications

Experience working for a local department of social services in Virginia or the Virginia Department of Social Services. Experience with VaCMS.

Special Requirements

Applicants may be subject to a Criminal History Background search, Central Registry search, DMV/driving record check, and/or pre-employment drug screen. This investigation may include: fingerprint checks (State Police, FBI), local agency checks, employment verification and references, verification of education (relevant to employment), credit checks (relevant to employment) and other checks requested by the hiring authority. All offers are contingent upon satisfactory results of the required checks and screening. Employee must be willing to work in the community emergency shelter in the event of a natural disaster or emergency.

Contact Information

Special Instructions to Applicants

Applications for this position must be submitted electronically through this website. Mailed, e-mailed, faxed, or hand-delivered applications and resumes will not be accepted. This website will provide a confirmation receipt when the application is submitted for consideration. Consideration for an interview is based solely on the information provided. Applications must include complete work history. Please refer to your RMS account for the status of your application and this position.

Name	Bertha Judge
Phone	(434) 246 -1066
Fax	Faxed applications will not be accepted.
Email	E-mailed applications will not be accepted.
Address	Mailed applications will not be accepted.

Newsome Human Services Building
20103 Princeton Road
Stony Creek, Virginia 23882

Posting Information

Job Open Date	07/19/2019
Job Close Date	07/29/2019
Open Until Filled	No
Is this a continuous recruitment position?	No
Is this a multi-hire position?	No
Copying From Job Posting Number	
Copying From Position Number	
Hiring Managers with Access to Posting	Bertha Judge
Quicklink for Posting	http://virginiajobs.peopleadmin.com/postings/156689