

POSITION: Processing Assistant III - Switch Board & Reception Backup

DEPARTMENT: Social Services

Grade: 19

Starting Salary: \$27,917.50

Position: 5300118

Posted: June 17, 2025

Closing: July 3, 2025



Responsibilities

The purpose of this position is to greet customers and visitors by telephone in a pleasant and professional manner, evaluate their requests, and direct callers to proper caseworker, or supervisor. This position involves clerical duties serving the agency and must be flexible and able to prioritize workloads and requests. Public contact is required to give information in person and by telephone. Basic duties may include a combination of the following but not limited to maintaining records; receiving, screening, reviewing and verifying documents; searching for and compiling information and data; providing a source of information on the activities of the organization; disbursement of mail, filing and preparing and/or verifying the validity of documents. These functions are performed in combination and usually require the use of a variety of office equipment systems and related technology, and/or automated systems and related technology including but not limited to the agency switchboard, computer programs and scanners.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

This position is the first contact with the department by all persons calling the office. This position determines the customer's purpose in calling then refers them to the appropriate worker in a timely manner. Public contact is required to give information in person and by telephone. Duties may include a combination of the following but not limited to: maintaining records; receiving, screening, reviewing and verifying documents; searching for and compiling information and data; providing a source of information on the activities of the organization; disbursement of mail, filing and preparing and/or verifying the validity of documents. These functions are performed in combination and usually require the use of a variety of office equipment systems and related technology, and/or automated systems and related technology including but not limited to the agency switchboard, computer programs and scanners.

Knowledge, Skills and Abilities

Good time management skills and flexibility a necessity. Significant knowledge of office or work unit procedures, methods and practices. Ability to learn and apply department rules and regulations in the performance of assigned duties. Ability to learn programs and services and apply this knowledge in problem-solving and responding to questions and inquiries. Ability to use judgment in coordinating and

monitoring office procedures and workflow as required by position. Ability to use courtesy and tact in performing public contact and communication duties. Ability to be resourceful in gathering and giving program information.

Education and Experience

Graduation from High School and demonstrated possession of knowledge, skills, and abilities gained through at least one year experience of office assistant/secretarial experience; or an equivalent combination of training and experience. Computer experience required

SPECIAL REQUIREMENTS

- Valid driver's license

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER
All prospective employees are subject to a criminal background check