

**THE SURRY COUNTY DEPARTMENT OF SOCIAL SERVICES
DOBSON, NORTH CAROLINA 27017**

**Kimberly Irvine
DIRECTOR**

**TELEPHONE
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RECRUITMENT ANNOUNCEMENT

POSTING DATE: May 15, 2024

POSITION: Income Maintenance Technician

RESPONSIBILITIES: The Primary responsibility of this position is to determine client/applicant eligibility for the Low-Income Energy Assistance Program (LIEAP) and the Crises Intervention Program (CIP) in a County Department of Social Services. Employees are responsible for interviewing clients to obtain the required information, explaining the programs, completing the application, and verifying a limited amount of qualifying data. This person will also serve as back-up to all other Income Maintenance Technician positions in the Unit which include Non-Emergency Medicaid Transportation, assignment of mail-in and electronic applications received via a Queue, and other Income Maintenance Caseworker support duties as assigned.

This person must have good mathematical and computational skills. Ability to communicate with clients, applicants, and the public to obtain data, and to explain rules and procedures. Ability to understand the needs and problems of clients/applicants. This person must be able to communicate clearly with a varied population so that information can be secured, understood, and utilized according to policy guidelines. The ability to interact with professionals and volunteers with those agencies is essential. The technician must possess basic office skills, calculator skills, keyboarding familiarity, office etiquette and professional dress and demeanor.

MINIMUM EDUCATION AND EXPERIENCE: High School Graduate or Equivalent and at least two years of paraprofessional or clerical public contact experience which should have included negotiating, interviewing, explaining information, gathering, or compiling data, analysis of data and/or the performance of mathematical or legal tasks; or graduation from a high school and one year of experience in an income maintenance program; or an equivalent combination of training and experience. Course work at a Community College, Business or Technical School or at a four-year college or university may be substituted for general experience on a year for year basis for this class, but not for experience in an income maintenance program.

HIRING RATE: Grade 59 - \$28,942.00 - \$46,557

POSITION AVAILABLE: Immediately

APPLICATION PROCESS FOR RECRUITMENT ANNOUNCEMENTS

Applications will be taken at NC Works Career Center, 942 West Pine Street, Mount Airy, NC (phone 336-415-6120), by calling the Surry County Human Resources Office at 336-401-8221 or by going online to the Surry County HR job posting page, printing the application and e-mailing back to the indicated email, SCJobs@co.surry.nc.us. A complete list of duties and analysis of physical demands is available for review.

APPLICATION DEADLINE: May 23, 2024

**SURRY COUNTY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER AND DOES NOT
DISCRIMINATE BECAUSE OF AGE, SEX, RACE, COLOR, CREED, RELIGION, NATIONAL ORIGIN,
OR DISABLING CONDITION.**

SURRY COUNTY IS A DRUG FREE WORKPLACE

**ALL PROSPECTIVE EMPLOYEES MUST SUCCESSFULLY PASS DRUG SCREENING
AND CRIMINAL BACKGROUND CHECKS AS A CONDITION OF EMPLOYMENT**