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| Job Posting | Office Associate III, Full-Time Salaried Job Posting Number 1058773 Amelia County Department of Social Services, Virginia EEO/AA Employer |
| Starting Salary | Minimum salary is \$30,349 but may be higher based on qualifications |
| Job Description | Office Associate III is the advanced level in the occupational group for Office Associates. Employees work in a service or administrative program area(s) performing a broad variety of office and program support responsibilities that require applying some program knowledge and office and administrative practices, policies and procedures to perform specific office support activities. Employees may serve as a lead worker and provide guidance to office support staff or others. This position acts as the primary receptionist for the front desk. Meets and greets clients, answers phone and transfers calls to the appropriate staff person, mails out applications as requested, records monies and writes receipts, maintains forms and supply cabinets and orders all forms needed, makes copies and/or scans copies of receipts and verifications dropped off, faxed or mailed from clients, opens and distributes mail as needed, determines postage and date stamps mail, performs office opening and closure procedures, tracks and performs EBT card issuance, provides coverage for other workers as needed, serves as lead clerk for Voter Registration, performs other duties as assigned by the office manager and/or the director and keeps abreast of policies and procedures on a regular basis. Employee will be required to drive a vehicle for agency business as needed. |
| Minimum Qualifications | <p>Considerable knowledge of: office and administrative practices, policies and procedures as related to assigned program and office support activities; spelling, grammar and punctuation; office terminology, procedures, and equipment, technology and office software programs; and mathematics to calculate percentages, formulas and averages to solve mathematical problems. Some knowledge of: elementary bookkeeping and accounting.</p> <p>Skill in: operating a personal computer, printer, scanner, and a variety of standard office machines and equipment. Some skill in computer system and general office equipment troubleshooting of automation equipment problems.</p> <p>Demonstrated ability to: organize information and develop/maintain records in various formats; communicate effectively both orally and in writing; follow written and oral instructions; multi-task; extensive customer service experience to include the ability to establish and maintain effective working relationships with coworkers, customers, other public and private agencies, and the public sometimes under stressful situations; collect and disseminate information; make computations with speed and accuracy; file alphabetically or numerically; proofread; type from clear copy or draft; make minor decisions in accordance to regulations and established practices; advise and interpret policies and procedures in researching and resolving inquiries, requests and complaints; and act as a leader to other clerical staff.</p> <p>Education and Experience- High school diploma supplemented with related clerical or administrative experience in social services or related field OR any equivalent combination of training and experience which provides the required knowledge, skills and abilities.</p> |
| Preferred Qualifications | Working knowledge of Virginia Department of Social Services Programs; Administrative experience in social services; Experience with Microsoft Word and Excel, and/or DSS proprietary systems such |

as LETS, VACMS, SPIDeR, etc.

**Special
Requirements**

All applicants may be subject to a DMV/driving record check, pre-employment drug screen, and CPS and Criminal History Search.

The investigation may include: fingerprint checks (State Police, FBI); local agency checks; employment verification; verification of education (relevant to employment); credit checks; and other checks requested by the hiring authority.

Employee must be willing to work in community emergency shelter in the event of a natural disaster or emergency.