Administrative Assistant

$12.76 / hour; on-call position available

James City County Social Services Department is seeking an Administrative Assistant to perform responsible work supporting staff, drafting and editing various reports and documents, maintaining databases, providing customer service and assisting with daily operations.

Responsibilities:
- Perform program support responsibilities that require general procedural knowledge of Social Services programs offered to citizens.
- Prepare and issue Electronic Benefits Transfer (EBT) vault cards; review activity reports related to non-received EBT cards; review and maintain internal action forms; manage EBT card inventory; prepare associated monthly reports.
- Answer main telephone number; communicate with citizens; schedule appointments; direct inquiries to proper source; answer questions within context of policies and procedures with contact sometimes of a difficult nature; encourage citizens to apply online for benefits; make referrals to other County service providers based on request; assist citizens with Workforce Development computer process.
- Review documentation to ensure proper completion of paperwork necessary for application or renewal of benefit programs.
- Serve as records management assistant; track and monitor closed records; identify records to be purged; complete regular purges; scan open and closed case records and administrative files for upload to Virginia Case Management System and/or County records management site as needed.
- Serve as purchasing clerk; oversee supply room; reserve meeting space for staff and citizens.

Requirements:
- Any combination of education and experience equivalent to a high school diploma; some experience in general clerical work.
- Must possess, or be able to obtain within 30 days of hire, a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria.
- Knowledge of standard office practices and procedures, equipment and clerical techniques; principles and processes for providing customer service including setting and meeting quality standards for services and evaluation of customer satisfaction.
- Skill in the use of computer software, especially Microsoft Office Suite.
- Ability to maintain moderately complex records and ensure their confidentiality; follow verbal and written instructions; work under pressure and meet deadlines; resolve problems and complaints and deal with irate customers effectively; understand and interpret policies and procedures.

Accepting applications until 11:59pm EST on 08/09/2019 or when filled, whichever comes first. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at https://jobs.jamescitycountyva.gov