



Income Maintenance Supervisor III

Position Number: 165-02-853

Quality Analysis: This position reports to the DSS Director and will assist the Director with the development and management of accuracy quality assurance standards in the Economic Services Programs. Responsibilities include but are not limited to: developing targeted training based on audit and monitoring findings, supervising staff in eligibility policy training in economic services that is based on state and federal compliance standards, to incorporate various adult-learning principles and methodologies to be housed with NC FAST functionality training in the Learning Gateway and/or delivered in various methods; including virtual and/or on-site delivery. Supervise staff in ongoing training in response to issues that may be identified in compliance monitoring and case reviews. Position will supervise assigned staff whose responsibility is to conduct quality control review of case files to identify errors. A valid NC driver's license, access to a passenger vehicle and the ability to travel within the context of the job is required. Employees operating their personal vehicles for county business shall maintain the minimum liability coverage required by the State of North Carolina in accordance with the County Fleet Policy and Employee Safety Program (page 10, section.) This position is located in the Rocky Mount office however; office location may change based on the needs of the agency.

Knowledge, Skills and Abilities:

Thorough knowledge of needs, problems, and attitudes of disadvantaged persons. Thorough knowledge of the use of the public assistance manuals. Considerable knowledge of all income maintenance programs and the forms and documents used in determining eligibility. General knowledge of basic supervisory/management skills. Skill in instructing, organizing, directing, training and supervising lower-level employees. Worker must possess excellent research, listening, reasoning, communication, organizational, interviewing and computational skills with the ability to read, comprehend and evaluate documents from a multitude of sources. Worker must possess the ability to manage and work independently and under stress, be extremely organized yet sufficiently flexible to meet unplanned assigned work. The ability to cope with stress is a requirement of this position. Worker must possess excellent computer skills sufficient to use NC FAST and the State's online case management systems, as well as various other search engines and software programs.

Minimum Training and Experience Requirements

Four years of experience in an income maintenance program including one year of supervisory experience in an income maintenance program.

Salary Range: \$35,945.00 or possibly higher depending on experience and credentials. **Must have worked at least (4) years in an income maintenance program in a county Department of Social Services.** Compensation for full-time employees includes excellent benefits that total over \$9,000.00 annually.

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Transcript(s) of undergraduate and/or graduate degree(s) is required at the time of interview. Degrees must be received from appropriately accredited institutions.

Preferences: Prefer applicants with strong computer skills and/or knowledge of State Network Systems, NC FAST, imaging programs and Windows software including Microsoft Word. Bilingual applicants (English/Spanish) encouraged to apply. **We support a drug free work environment. A pre-employment drug screening and criminal background check is required.**

AA/EOE