DHS/DFCS (OFI) – Administrative Support 3 - GA-Lowndes-Valdosta

Job Number: 00018233

Job Posting: October 23, 2017
Closing Date: October 30, 2017
Primary Location: GA-Lowndes-Valdosta

Number of Openings: 1
Job: Administrative & Operations Support
Shift: Day Job

SALARY: Pay Grade: E
Salary Range: $20,472.39 - $29,246.27
(Salary Commensurate with Experience)

Current Georgia state government employees will be subject to State Personnel Board rule provisions.

The Georgia Division of Family and Children Services (DFCS), a division of the Georgia Department of Human Services, investigates reports of child abuse; finds foster and adoptive homes for abused and neglected children; issues SNAP, Medicaid, TANF and childcare assistance to low-income families; helps out-of-work parents get back on their feet; and provides numerous support services and innovative programs to help families in need.

DFCS is working to implement significant child welfare reform through the Blueprint for Change plan, which is the Division’s roadmap to improving the lives of the children and families we serve. It is about strong practice, a committed workforce and the authentic internal and external engagement with our staff and the community. The Blueprint for Change has three pillars:

- Practice Model: Adoption of a practice model that will serve as the foundation to keep kids safe and strengthen families; and inclusion of guiding principles, vision and mission statement.
- Robust Workforce Development: Increased staffing and expertise for Child Welfare and Family Independence; research-based caseload ratios; mentoring for supervisors; improved compensation based on proven competency; and development of a career path.
- Constituent Engagement: Creation of advisory boards at state, regional and local levels; organized “roadshows” to engage the public, local stakeholders and media; and build consensus and collaboration among partners, staff, and stakeholders.

DFCS is seeking candidates for the position of Administrative Support 3. This position reports to an OFI Supervisor and will be housed in Lowndes County, Valdosta, GA.

Job Summary & Responsibilities:

Under limited supervision, the Administrative Support 3:

- Receive and route telephone communications as required for the county office.
- Provide / coordinate services to clients, families and partners that call the local office.
- Use Microsoft Office Suite and/or standard software applications typically used in a corporate office environment to perform daily work assignments.
- Maintain confidential records.
• Perform other professional responsibilities as assigned.

Core Competencies:

• Ability to use customer service skills to include active listening and sound judgment.
• Excellent oral, written, presentation and interpersonal communication skills.
• Strong proficiency in the use of Microsoft Office Suite and/or standard software applications typically used in a corporate office environment.

DHS provides services to ensure the health and welfare of all Georgians. In the event of an emergency, any employee may be required to assist in meeting the emergency responsibilities of the department.

Qualifications:

• High school diploma or GED AND Four years of progressively complex office or administrative experience.

Preferred Qualifications:

Preference will be given to candidates who, in addition to meeting the minimum qualifications, demonstrate some or all of the following skills/experience:

• Proficiency in Microsoft Office, to include Word and Excel.
• One (1) year at the most immediate lower level position Administrative Support 2 (GSS081) or position equivalent.

Benefits:

In addition to a competitive salary, DHS offers a generous benefits package, which includes employee retirement plan; paid holidays annually; vacation and sick leave; health, dental, vision, legal, disability, accidental death and dismemberment, health and child care spending account. Visit http://team.georgia.gov/ for more information.

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Georgians enjoy a quality of life that would be hard to find in any area across the nation. Lower taxes and a lower cost of living enable you to do more with the money you make and maintain a higher standard of living.

Within Georgia you will find an unlimited supply of recreational and cultural opportunities. Enjoy boating, camping, fishing, golf, hiking, picnicking, swimming, tennis or just relaxing against Georgia’s many scenic backdrops. Georgia is a 57,906 square-mile playground filled with natural beauty and immaculate resources. From the mountains to the coast from ballet to baseball, Georgia offers you a livability and quality of life that can help you achieve your dreams.

You’re Really Going to Like Valdosta in Lowndes County

Valdosta is located in the coastal plain of Georgia and is 230 miles south of Atlanta. It is approximately the same distance from Orlando, FL.

Valdosta is the home of Valdosta State University, a regional university in the University System of Georgia and Valdosta High School, home of the "winningest" football program in the United States. It is called the Azalea City as the plant grows in profusion there. Valdosta Regional Airport is just three miles south of the city and is serviced by airline carriers to Hartsfield-Jackson Atlanta International Airport. Interstate 75 runs north to south through a western section of Valdosta. www.valdostachamber.com
Criminal Background Checks/Applicant Privacy Rights

All applicants may be subject to a drug screen and may be required to submit fingerprints to check for the existence of criminal history information through the Georgia Bureau of Investigation and the Federal Bureau of Investigation. Applicants have the right to challenge the contents of any criminal history record obtained for the purpose of employment with DHS. For an explanation of these rights, please read, “Applicant Privacy Rights” at: http://gbi.georgia.gov/sites/gbi.georgia.gov/files/related_files/document/ApplicantPrivacyRights.pdf

Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification. Former DHS employees must be eligible for rehire in order to be considered for the position.

This position is subject to close at any time once a satisfactory applicant pool has been identified.

The Georgia Department of Human Services (DHS) provides a wide range of human services designed to promote self-sufficiency, safety and well-being for all Georgians. The department is one of the largest agencies in state government with an annual budget of $1.8 billion and nearly 9,000 employees. DHS is comprised of three Divisions: the Division of Aging Services, the Division of Child Support Services, and the Division of Family and Children Services.