



**DHS/DFCS – Administrative Support 3  
(County Receptionist) – Fiscal Unit**

**Job Number:  
00018776**

**Job Posting:** January 10, 2017

**Closing Date:** Until Filled

**Primary Location:** GA- DeKalb Co -Decatur

**Number of Openings:** 1

**Job:** Social Services

**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 (County Receptionist) – Fiscal Unit**. This position reports to the Office Manager and will be based in Decatur, Georgia located in DeKalb County. The successful candidate will be motivated and passionate about changing the lives of children and families, brings a deep knowledge of child welfare and foster care placement services from a public/private perspective. The incumbent will be able to work in partnership with stakeholders to achieve the mission, vision and Blueprint for Change of the Division.

## **Job Summary & Responsibilities:**

Under general supervision, the **Administrative Support 3 (County Receptionist) – Fiscal Unit:**

- Serves as liaison between the program/administrative/technical operations, program management and clients.
- Researches and analyzes program/operation data; generates regular and ad hoc statistical and informational reports.
- Maintains financial, personnel or related records of the program/operations.
- Provides training and technical assistance to clients, third party vendors and others within the organization.
- Maintains files of required reports and records.
- Performs general office management/secretarial/bookkeeping duties, including keyboarding, filing, generating and managing correspondence (reports, documents, memos, forms, and presentations), addressing telephone inquiries, duplicating documents and other activities to assist staff in preparing for and making presentations, completes data entry assignments such as application registration and scanning documents into UCM, etc.
- Uses Microsoft Office Suite and/or standard software applications typically used in a corporate office environment to perform daily work assignments.
- Receives and properly manages incoming and outgoing mail and telephone communications, as required.
- Orders supplies and equipment for the office or program, as required.
- Ensures general maintenance and repair needs for telephones, technology and other items necessary to ensure efficient office operations, as required.
- Organizes professional learning opportunities for staff, including registration, duty leave, travel arrangements and expense reports, as required.
- Maintains confidential records.
- Performs other professional responsibilities as assigned.

## **Core Competencies:**

- Experience coordinating projects or technical operations.
- 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 (GSS081) or position equivalent

**Note:** Educational achievement does not substitute for required case management experience.

**Note:** Candidates selected for an interview will be expected to discuss the content of the “Life as a Georgia Case Manager” video. Interested applicants should refer to the Related Links section of <http://www.dhsjobs.org> to view this video prior to applying for the position.

### **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.

### **GEORGIA ON MY MIND: *It Doesn't Get Any Better Than This!***

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 DeKalb County**

DeKalb County is Georgia's third largest county with over 700,000 residents. Nestled in the heart of the Atlanta region, DeKalb has four major interstates-I-20, I-85, I-285 and I-675 and is minutes away from the world's busiest airport, Hartsfield-Jackson International Airport.

It is also the home to Peachtree DeKalb Airport, Georgia's second largest airport. The Port of Savannah and global maritime access is less than a five hour drive. With domestic and global travel at close and obtainable distances, it is not hard to see why DeKalb is home to Emory University, the Center for Disease Control and AT&T.

It is the home of several major colleges and universities, which lends itself to a crowing international community. In fact, DeKalb is the most ethnically diverse county in the Southeast with over 64 spoken languages representing Asian, Hispanic, European and African cultures, to name a few.

[www.dekalbchamber.org](http://www.dekalbchamber.org)

### **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](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](#).