



JOB FAIR

Department of Social Services, Economic Services Division

TARGETED POSITIONS: Human Service Specialists I and II
WHERE: Wallace H. Kuralt Centre
301 Billingsley Road | Charlotte, NC 28211
DATE: Saturday, June 10, 2017
TIME: 10:00 am – 2:00 pm
PRE-REGISTER: <https://goo.gl/UXGg12>

Human Services Specialist I

HSS I - \$15.34 per hour

This is the entry level job for incumbents performing eligibility services and who have basic knowledge in multiple social services programs or extensive knowledge in one social services program to provide customer service over the phone and/or face-to-face. Responsibilities may include interviewing customers, reviewing initial cases, determining eligibility, conducting follow-up activities, completing basic actions to issue benefits, and/or updating information. Incumbents must be technically savvy and well-versed in online computer systems or programs/applications. This position is also responsible for coordinating with other internal and external agencies and ensuring that appropriate services are provided.

Position requires a Bachelor's degree, or an Associate's degree and two years of work experience, or a high school diploma/G.E.D. and four years of work experience in a customer service role requiring direct interaction with members of the public, or an equivalent combination of education and experience. As a condition of employment with Mecklenburg County, selected candidates will be required to complete a pre-employment drug screening and full background check. Candidates selected for the HSS I and HSS II positions must complete an initial 6-8 week paid classroom style training with satisfactory assessment results

Human Services Specialist II

HSS II – 16.54 per hour

This classification performs eligibility services and will need to have extensive knowledge in multiple social services programs to interpret information, determine eligibility, and issue benefits for family units. Responsibilities may include interviewing customers, reviewing initial and on-going cases, conducting follow-up activities, delivering benefits based on family unit, and/or updating information. Incumbents must be technically savvy and well-versed in online computer systems or programs/applications. This position is also responsible for coordinating with other internal and external agencies and ensuring that appropriate services are provided.

Position requires a Bachelor's degree and one year of work experience, or an Associate's degree and three years of work experience, or a high school diploma/G.E.D. and five years of work experience in a customer service role requiring direct interaction with members of the public, or an equivalent combination of education and experience. As a condition of employment with Mecklenburg County, selected candidates will be required to complete a pre-employment drug screening and full background check. Candidates selected for the HSS I and HSS II positions must complete an initial 6-8 week paid classroom style training with satisfactory assessment results.

Candidates are asked to bring copies of their current resume. Qualified candidates will be invited to take the pre-requisite assessment. Those that pass the assessment with an 80% or better will be invited to interview.