



FINANCIAL SERVICES

REQUEST FOR PROPOSAL #25-7-CTY

TEMPORARY EMPLOYMENT SERVICES

Date of Issue: December 12, 2024

Questions Due Date: December 27, 2024 (Friday) at 12:00 PM (EST)

Proposal Due Date: January 9, 2025 (Thursday) at 2:00 PM (EST)

Direct all inquiries concerning this RFP to:

Sophia Murnahan

Purchasing Manager

Email: CumberlandPurchasing@cumberlandcountync.gov

Phone: 910-678-7743

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

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1.0 PURPOSE AND BACKGROUND

The intent of this Request for Proposal (RFP) is to solicit fixed price proposals for qualified vendors to provide Temporary Employment Services for various County departments and divisions on an as needed basis. The County may require temporary workers to perform any open or vacant positions that occur during the term of this contract, in addition to additional or supplemental clerical, manual labor, or other functions. Staffing assignments may be anywhere from one day or one week to a few months or more.

The County is seeking to award contracts to multiple vendors, in order to ensure staffing needs are met at all times. The County does not guarantee any minimum amount of services. The County reserves the right to negotiate bid prices before awarding any final contracts. The anticipated contract start date is February 1, 2025.

2.0 PROPOSAL INSTRUCTIONS & REQUIREMENTS

2.1 REQUEST FOR PROPOSAL DOCUMENT

The RFP is comprised of the base RFP document, any attachments, and any addenda released before contract award. All attachments and addenda released for this RFP in advance of any contract award are incorporated herein by reference. By submitting a proposal, the vendor agrees to meet all stated requirements in this section as well as any other specifications, requirements and terms and conditions stated in this RFP. If a vendor is unclear about a requirement or specification or believes a change to a requirement would allow for the County to receive a better proposal, the vendor is urged and cautioned to submit these items in the form of a question during the question and answer period in accordance with Section 2.3.

Vendors shall populate all attachments of this RFP that require the vendor to provide information and include an authorized signature where requested. Failure to include required documents and/or signatures, where requested, will result in rejection of submitted proposals.

2.2 PROPOSAL SUBMITTAL

Proposals, subject to the conditions made a part hereof and the receipt requirements described below, shall be received at the address indicated in the table below.

Mailing address for delivery of proposal via US Postal Service	Office address of delivery by any other method (special delivery, overnight, or any other carrier)
<p style="text-align: center;"><i>PROPOSAL TITLE:</i> <i>RFP #25-7-CTY Temporary Employment Services</i></p> <p style="text-align: center;"><i>Cumberland County Purchasing Office</i> <i>Attn: Sophia Murnahan</i> <i>PO Box 1829</i> <i>Fayetteville, NC 28302</i></p>	<p style="text-align: center;"><i>PROPOSAL TITLE:</i> <i>RFP #25-7-CTY Temporary Employment Services</i></p> <p style="text-align: center;"><i>Cumberland County Purchasing Office</i> <i>Attn: Sophia Murnahan</i> <i>117 Dick Street</i> <i>4th Floor, Room 451</i> <i>Fayetteville, NC 28301</i></p>

IMPORTANT NOTE: All proposals shall be physically delivered to the office address listed above *on or before Thursday, January 9, 2025 at 2:00 PM EST, as per the clock in the Purchasing Office of the Finance Department*, regardless of the method of delivery. All risk of late arrival due to unanticipated delay—whether delivered by hand, U.S. Postal Service, courier or other delivery service is entirely on the vendor. It is the sole responsibility of the vendor to have the proposal to the County department specified by the specified time and date of opening. Any proposal received after the proposal submission deadline will be rejected.

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- a) Submit **one (1) signed, original executed** proposal response, **one (1)** photocopy, and **one (1)** electronic copy on a flash drive.
- b) Clearly mark each package with: (1) Vendor name; (2) the RFP number; and (3) the due date. Address the package(s) for delivery as shown in the table above. Proposals will be subject to rejection unless submitted with the information above included on the outside of the proposal package.
- c) The electronic copy of your proposal must be provided on a flash drive. The files **shall NOT** be password protected, shall be in .PDF or .XLS format, and shall be capable of being copied to other media including readable in Microsoft Word and/or Microsoft Excel. **The bid price sheet must be included on the flash drive in Excel format.**

All proposal addendums and/or corrections will be posted on the Cumberland County Vendor Self Service site <https://ccmunis.co.cumberland.nc.us/vss/Vendors/VBids/Default.aspx> . Vendors who submit a notice of intent to bid to CumberlandPurchasing@cumberlandcountync.gov will receive addendums by e-mail.

2.3 PROPOSAL QUESTIONS

Written questions shall be e-mailed to CumberlandPurchasing@cumberlandcountync.gov by **Friday, December 27, 2024 at 12:00 PM EST**. Vendors should enter “**RFP #25-7-CTY Temporary Employment Services: Questions**” as the subject for the e-mail. Questions will not be answered by phone. Question submittals should include a reference to the applicable RFP section.

Questions received prior to the submission deadline date, the County’s response, and any additional terms deemed necessary by the County will be posted in the form of an addendum to the Cumberland County Vendor Self Service Site, <https://ccmunis.co.cumberland.nc.us/vss/Vendors/default.aspx> and shall become an Addendum to this RFP. **Vendors who submit an intent to bid will receive addendums by email.** Vendors shall rely *only* on written material contained in an Addendum to this RFP. **Vendors should not contact any other County employees, besides those listed above, during the bid process. Vendors who contact any other County employees may be disqualified.**

Any questions considered minute in nature or that point to an error in the RFP or that the County determines will produce information required in order for all vendors to submit a responsible proposal, may be answered at the County’s discretion after the specified date and time. Such questions that are received after the deadline are not guaranteed to be answered and if the questions qualify as “minute in nature” shall be determined at the sole discretion of the County.

2.4 RFP TERMS & CONDITIONS

It shall be the vendor’s responsibility to read the instructions, the County’s terms and conditions, all relevant exhibits and attachments, and any other components made a part of this RFP, and comply with all requirements and specifications herein. Vendors also are responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

Questions, issues, or exceptions regarding any term, condition, or other component within this RFP, must be submitted as questions in accordance with the instructions in Section 2.3 PROPOSAL QUESTIONS. Vendor’s proposal shall constitute a firm offer.

If a vendor desires modification of the terms and conditions of this solicitation, it is urged and cautioned to inquire during the question period, in accordance with the instructions in this RFP, about whether specific language proposed as a modification is acceptable to or will be considered by the County. It is the County’s sole discretion to accept or reject requested modifications and/or exceptions.

3.0 NOTICES TO VENDOR

3.1 PROHIBITED COMMUNICATIONS AND CONFIDENTIALITY

PROHIBITED COMMUNICATION: Each vendor submitting a proposal, including its representatives, subcontractors, and suppliers, is prohibited from having any communication with any employees or members of the board of commissioners of the County except those employees of the County’s Department as designated in this RFP. A vendor who does not comply with this provision may be disqualified from award of a contract.

!IMPORTANT INFORMATION! CONFIDENTIAL INFORMATION: The proposal must not contain any information marked as “confidential” or as a “trade secret” or in any other manner as to indicate that it is information protected by the Trade Secrets Protection Act (the “Act”) as set out in Article 24 of Chapter 66 of the North Carolina General Statutes, **unless the vendor has noticed the County Department of its intent to designate any information in the proposal as such and received permission from the County Department to do so in writing.** Vendor’s notice to the County Department must be in writing and must describe the information for which confidentiality is requested and explain how the information is a “trade secret” as defined in G.S. § 66-152(3). If the County Department determines the information for which confidentiality is requested is a “trade secret” covered by the Act, it will notify the vendor how to mark the information in the proposal and will identify the measures that County will take to protect the confidentiality of the information. Vendor’s submission of a proposal after receipt of this notice from the County Department shall be deemed to be acceptance of the County Department’s statement of how it will maintain confidentiality. If the County Department determines the information for which confidentiality is requested is not a “trade secret” covered by the Act, it will notify vendor of that determination. Any proposal marked with any information as “confidential” or as a “trade secret” or in any other manner as to indicate that it is information protected by the Act in violation of this section shall be regarded as not responsive to the request for proposals and shall not be considered.

3.2 PROPOSAL COMPLIANCE

It is in the best interest of vendors to submit proposals that are clear, concise, and easily understood. Proposals should provide information essential for a straightforward and concise description of vendor capabilities to satisfy the requirements of the RFP specifications.

Vendor may include any optional data not provided for elsewhere and considered to be pertinent to this bid as an addendum.

Vendors are urged and cautioned to read the RFP completely through as noncompliance with requirements may result in bid rejection. Section 4.0 requirements and request for information must be in the same order with the same titles as listed in Section 4.0. Vendor proposals should be easy to follow and all sections should be easily identified.

The specifications included in this package describe the services that the County feels are necessary to meet the performance requirements of this RFP, and shall be considered the minimum standards expected of the Proposer. However, the specifications are not intended to exclude potential bidders.

If the vendor is unable to meet any of the specifications as outlined therein, vendors are advised to submit questions and concerns regarding the specifications during the question and answer period described in Section 2.3.

If the vendor does not indicate or submit questions or concerns regarding the specifications, the County shall assume it is able to fully comply with these specifications. The County shall be the sole and final judge of compliance with all specifications.

The County further reserves the right to determine the acceptability or unacceptability of any and all alternatives or deviations.

3.3 PROPOSAL EVALUATION PROCESS

The County shall review all responses to this RFP to confirm that they meet the specifications and requirements of the RFP. The County shall not be required to hold interviews; however, depending on the number of responses and the information contained in the responses, the County may decide to conduct interviews with firms of its choice. The County reserves the right to request clarification of information submitted.

The County reserves the right to reject any and all proposals.

3.4 EVALUATION CRITERIA

All qualified proposals will be evaluated and award made based on considering the following criteria to result in an award most advantageous to the County:

1. Qualifications and Experience	25 points
2. Technical Approach	25 points
3. Cost	30 points
4. Acceptance of the RFP and Contract Terms	<u>20 points</u>
	100 points

3.5 METHOD OF AWARD

RFP will be awarded based on best overall value method of award.

The County reserves the right to make separate awards to different vendors, to not award, or to cancel this RFP in its entirety without awarding a contract, if it is considered to be most advantageous to the County to do so.

4.0 SCOPE OF WORK & VENDOR'S PROPOSAL CONTENT REQUIREMENTS

4.1 SCOPE OF WORK

Cumberland County is comprised of over 30 departments and divisions serving over 300,000 citizens. In fiscal year 2024, County departments spent over \$500k through the countywide temporary employment services contract. Cumberland County is seeking companies with the ability to provide temporary employees when supplementation of full-time County staff is necessary. Temporary staffing employees shall support the County in various roles across County departments.

The County departments will be responsible for contacting awarded vendors to solicit resumes for specific assignments. At the time of the request, the department point of contact will submit the Temporary Services **Position Request Form (Attachment E: Sample Temporary Services Position Request Form)**, which includes additional details about the position (pay/bill rates, assignment location, expected term, work schedule, main duties, dress code, and skill assessment requirements) and a supplemental job description that provides more detailed information about the position, such as specific duties, not listed in the generic class specifications (**Attachment G: Job Class Specifications**).

The County has certain preferences for this contractual relationship and has developed the following proposed model for that relationship.

A. GENERAL TEMPORARY STAFFING EMPLOYEE EXPECTATIONS

Temporary staffing employees shall follow all County work policies including attendance and appropriate dress policies. They shall abide by security and appropriate County policies, including but not limited to Unlawful Workplace Harassment, Workplace Violence, Alcohol and Drug Free Workplace, Weapons Prohibition, Social Media, and Acceptable Use policies. The aforementioned County policies can be found in the Cumberland County Personnel Policy & Procedure Manual, which can be accessed on the County's website under Human Resources

1. Appearance

Temporary staffing employees shall be expected to dress appropriately according to the job assignment and environment. Appropriate dress shall be specified in the *Position Request Form* with the job assignment.

2. Holidays

Temporary staffing employees may be required to work on holidays depending on specific job requirements. The 2025 annual holiday schedule has been attached to this RFP (**Attachment F**) and can also be accessed on the County’s website. The vendor shall be informed of special requirements regarding specific assignments via the *Position Request Form*.

3. Overtime

Overtime shall be permitted for temporary staffing employees at the sole discretion of the County, and with prior written authorization from the Department Head through the County Point of Contact for each respective assignment. Overtime is work that exceeds 40 hours in a County work week, and which is performed by an employee who is designated as non-exempt under the Fair Labor Standards Act (FLSA). The overtime rate shall be equal to the temporary staffing employee’s regular hourly rate of pay times 1.5 for all hours worked by the employee in excess of 40 worked hours in any work week.

4. Confidentiality and Assignment of Property Rights

Some temporary staffing employees assigned to the County may be required to sign a Confidentiality Agreement.

B. JOB CATEGORIES

Job categories provide a basic description for types of positions needed. The job categories described below are not all inclusive, but are meant to be representative of the County’s needs and are subject to change during the term of the contract. Each job category lists job titles that fall within that category. Some job titles may be inclusive of multiple County positions that are within the same position grade, but have different position titles. The position titles included under that job title have been listed on the **Attachment D: Bid Price Sheet**. Some job titles may include positions that are County positions and that are State positions, this has also been noted on **Attachment D: Bid Price Sheet**. If a job title includes both County and State positions, then class specifications will be attached for both the County and State for that specific position. Class specifications for all job titles/position titles listed are attached to the RFP (see **Attachment G: Job Class Specifications**). New positions must be pre-approved through County Purchasing and added to the contract through a contract amendment before the department can utilize this position through the contract. Pricing for new positions will be negotiated at the time of addition.

While the County is providing job class specifications for each position listed on the Bid Price Sheet, a supplemental job description will be submitted by the requesting department. Some job titles listed are inclusive of positions located in different County departments, which may have slight variances in the work environment, job duties, etc. The supplemental job description will include specific requirements for that position and the need at that time. The department will determine the appropriate pay rate by job title and beginning with the lowest rate option before moving to the next rate based on the response to this RFP. The County reserves the right to offer the minimum pay rate, unless the County determines it is in its best interest to offer the mid or high rate.

The special skills and/or experience required for each position will vary depending on the assignment and shall be determined at the sole discretion of the requesting department.

Job Categories:

Accounting and Financial Support

This category provides a mixture of accounting and financial duties, such as accounts payable and accounts receivable.

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Duties may include, but not be limited to: collecting payments, paying bills, processing client financial and billing information, auditing and reconciling accounts.

Administrative and Clerical Support

This category provides a variety of administrative or clerical duties to the departments. Duties may include, but not be limited to: answering phones, organizing and managing files, planning events, and documentation of files (typing, editing and/or proofreading), as well as any specialized duties assigned by the department.

Health and Laboratory Support

This category includes duties within those departments where laboratory and health services work is performed. Duties may include, but not be limited to: recording and analyzing data, maintain laboratory equipment, supplies and instruments, filling prescriptions, and preparing containers for shipment and transport.

Labor and Skilled Trades Support

This group of individuals shall provide manual labor as required by the specific assignment. Duties may include, but not be limited to: driving various County equipment or vehicles such as, but not limited to, dump trucks, water trucks, and backhoes, inspecting equipment for readiness and safety, installation and maintenance of equipment and vehicles.

Professional Support

This category includes duties that require specific education and/or training. Some examples are Social Workers and Information Technology.

Specialty

This category includes specific jobs for specialized work. These duties will be specialized based on the area or need of the requesting department.

C. PERSONNEL SELECTION PROCESS

The department point of contact will contact the vendor by e-mail to submit a Temporary Services *Position Request Form* to request temporary staff. The form shall include:

- Contact information (department, point of contact, phone, e-mail, time sheet approver name/e-mail)
- Position title and assignment location
- Contracted hourly pay rate and bill rate
- Expected term
- Work schedule (days of the week, hours)
- Main duties
- Dress code
- Any additional skill assessment requirements
- Authorization from Supervisor and Department Head

Vendor shall acknowledge the department's initial request via e-mail within 24 business hours. When e-mailing applicant information to the requesting department, the e-mail should include:

- Applicant's name
- Start date availability
- Verification of driving requirements, if applicable
- Any previous work history with the County
- Confirmation of background check (at a minimum, social security trace, county criminal search, state criminal search, national criminal alias search, sex offender registry search, all alias' and address history)

Resume Assessment

A department may require, at their discretion, additional activities to be completed prior to making a decision on a temporary staffing employee. Additional activities may include, but are not limited to:

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- Additional skills assessment
- Telephone, virtual, or on-site interview
- Work samples
- Language proficiency
- Produce applicable licenses and certifications

Any position requested that is not listed on the current contract must be requested through the County Purchasing Department, which will require a contract amendment to add the position to the contract before the department can utilize this position through the contract.

Applicants' resumes received from the vendor may be verified by the County for their accuracy. Only qualified candidates shall be submitted to the County for review.

D. REPORTING REQUIREMENTS

Vendor shall maintain statistical data specific to services provided to the County. The County may periodically request reports based on service usage and time billed to the County. Vendor shall respond to report request within five (5) business days from the date of request.

E. TIME RECORDS

The vendor and each temporary staffing employee shall be responsible for keeping a weekly time card that accurately states the time billable to the County. Weekly time cards must be reviewed, approved, and signed by the County Point of Contact identified in the initial job request prior to submittal to the County with the applicable invoice. The County's requirement for the time card is that it accurately reflects the time billable to the County. The preferred format should show the daily in and out times of day, which should then total to a daily amount. Each daily amount should compute to the weekly total. Electronic time cards are acceptable, but they need to show evidence of departmental review and approval (signature) by the County Point of Contact established in the initial request.

F. DRUG TESTING

Pre-Placement Drug Test

The vendor shall ensure that each temporary staffing employee assigned to the County be administered a drug test, at no additional cost to the County, within two weeks prior to the first day on assignment with the County. The drug test must be a 9-panel test unless otherwise indicated by the County. Temporary staffing employees must have a negative test result in order to be assigned to the County.

Post-Accident Drug and Alcohol Test

The vendor shall be responsible for ensuring that each temporary staffing employee assigned to the County is administered a post-accident drug and alcohol test, at the cost of the vendor, immediately following an accident involving the temporary staffing employee while on assignment at the County. The temporary staffing employee must have a negative test result in order to return to the assignment at the County. Testing must take place within twenty-four (24) hours of an incident. If the required testing is not performed or the temporary staffing employee has a positive test result, the temporary staffing employee will no longer perform services.

G. BAN THE BOX

The vendor agrees to follow the "Ban the Box" practice of removing criminal history questions from applications.

H. RETIREES FROM LOCAL GOVERNMENTS

Retirees from local governments that are being re-employed after retirement must follow specific guidelines set out by the North Carolina Local Governmental Employees' Retirement System (NCLGERS). To ensure retirees and the County are in compliance, effective January 1, 2014, the County required that all retirees be paid through the payroll system. The vendor must ask all applicants the following question before referring them to the County and make the County aware of their response to this question. In most cases, employees that are retired from a local government cannot be re-employed through a temporary staffing agency.

Please tell us if you are receiving a monthly benefit from any of the system below.

YES, I am currently receiving a monthly benefit from the following: (check all that apply)

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- Teachers' and State Employees' Retirement System (TSERS)
- Local Governmental Employees' Retirement System (LGERS)
- Consolidated Judicial Retirement System (CJRS)
- Legislative Retirement System (LRS)
- Disability Income Plan of North Carolina (DIPNC)

NO, I am not currently receiving a monthly benefit from any of the above listed systems.

4.2 VENDOR'S PROPOSAL REQUIREMENTS

The vendor's proposal must include the required information below. Proposals shall be tabbed, using the titles identified in this section, to identify the required information. Tabs must be in the same order as listed below. Failure to submit this information may render its proposal non-responsive. **Vendors are urged and cautioned to read the notices in Section 3.1. Noncompliance with the confidentiality requirements will result in a proposal being considered non-responsive.**

A. QUALIFICATIONS AND EXPERIENCE

1. Provide an overview and history of your company, along with an organization chart including corporate and ownership structure (director and officer positions and names), and the reporting structure.
2. Documented knowledge of labor and safety laws and regulations.
3. Vendor shall describe the organizational and operational structure it proposes to utilize for the work described in Section 4.1.
4. Include in this section the number of years your company has been in business and how long your company has been providing the services as described in Section 4.1.
5. Include in this section experience with public and/or private sector clients with similar or greater size and complexity to the County of Cumberland.
6. List any projects or services terminated by a government entity. Please disclose the government entity that terminated and explain the reason for the termination.
7. List any litigation that your company has been involved with during the past two (2) years for services similar to those in this RFP.
8. If your company has been the subject of a dispute or strike by organized labor within the last five (5) years, please describe the circumstances and the resolution of the dispute.

B. TECHNICAL APPROACH

Vendor's proposal shall include, in narrative, the vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP and answer the following questions:

1. Where is your company's headquarters located? What are the locations of any company offices that would perform the services for the County? If not within a 100-mile radius of Fayetteville, NC, how would this be handled?
2. Describe your company's benefits offered to Temporary Staffing Employees, such as medical, dental, other insurance coverages, holiday pay, vacation pay, and sick pay, if any.
3. Describe how your company will comply with the Affordable Care Act (ACA) or other federal-mandated

insurance programs.

4. Explain how your company ensures that personnel performing the services are qualified and proficient.
5. Describe what sets your company apart from other staffing companies. Why and how is your company qualified to handle the County as a client?
6. Provide a detailed description of your company’s testing, screening, and interview process for candidates.
7. Describe the process or policy regarding replacing a Temporary Staffing Employee who exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relation issues.
8. Provide a sample of your available reports. The County may periodically request reports based on service usage and time billed to the County. The request is giving vendors the opportunity to demonstrate the types of reports their company currently offers. For example, the amount billed per contracted position for a specific time period, amount of filled positions, turnover by position, etc. The preferred format by the County is Excel; however, if vendors can offer only certain formats or multiple formats, this should be stated in the proposal.
9. Describe your policy for employee use of personal vehicles to conduct business for a contracted entity.

C. COST

Cost must be submitted using **Attachment D: Bid Price Sheet**. Cost shall be all inclusive. If discount is available for prompt payment, identify terms so it may be considered in analyzing proposal. Vendors should provide a low, mid, and high rate for the employee’s hourly pay, the company markup percentage, and the hourly bill rate (the employee’s hourly rate plus the company’s markup). If a vendor cannot provide a position, they should enter “NA” in the boxes for that position. **In order to keep the project close to budget expectations, the hourly pay rates cannot exceed the County Hourly Rate listed on the Bid Price Sheet for that position. The County Hourly Rate is based on the County’s base salary for that permanent County position.**

Attachment D: Bid Price Sheet **MUST** be provided in hard copy with the proposal **AND** in Excel format on the flash drive.

D. ACCEPTANCE OF RFP AND CONTRACT TERMS

Vendor’s proposal shall include the vendor’s acceptance of the terms and conditions as outlined in this RFP and sample Contract (Attachment H). The County will evaluate the proposals for their compliance, overall effectiveness, and organization. The **Attachment H: Sample Contract** has been provided in advance in an attempt to address proposed exceptions and modifications and quickly enter into a contract after award.

E. REFERENCES

Vendors shall provide at least three (3) references for which your company has provided services of similar size and scope to that proposed herein.

COMPANY NAME	CONTACT NAME	TELEPHONE NUMBER	EMAIL ADDRESS

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5.0 CONTRACT TERMS AND CONDITIONS

5.1 IRAN DIVESTMENT ACT

As provided in N.C.G.S. 147-86.55-69, any person identified as engaging in investment activities in Iran, determined by appearing on the Final Divestment List created by the North Carolina State Treasurer pursuant to G.S. 147-86.57(6) c, is ineligible to contract with the County of North Carolina or any political subdivision of the COUNTY.

5.2 E-VERIFY

CONTRACTOR shall comply with the requirements of Article 2 of Chapter 64 of the General Statutes. Further, if Contractor utilizes a subcontractor, CONTRACTOR shall require the subcontractor to comply with the requirements of Article 2 of Chapter 64 of the General Statutes.

5.3 DIVESTMENT FROM COMPANIES THAT BOYCOTT ISRAEL

The CONTRACTOR certifies that it has not been designated by the North Carolina State Treasurer as a company engaged in the boycott of Israel pursuant to N.C.G.S. 147-86.81. It is the responsibility of each CONTRACTOR to monitor compliance with this restriction. Contracts valued at less than \$1,000.00 are exempt from this restriction.

5.4 CONTRACT CHANGES

Contract changes, if any, over the life of the contract shall be implemented by contract amendments agreed to in writing by the COUNTY and CONTRACTOR.

5.5 CONTRACT TERM

The Contract shall have an initial term of two (2) years, beginning on the date of contract award (the “Effective Date”). The CONTRACTOR shall begin work under the Contract within 1 business day of the Effective Date.

At the end of the Contract’s current term, the COUNTY shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for one (1) additional two-year term.

5.6 PRICING

Proposal price shall constitute the total cost for complete performance in accordance with the requirements and specifications herein, including all applicable charges handling, administrative and other similar fees. CONTRACTOR shall not invoice for any amounts not specifically allowed for in this RFP.

5.7 INVOICES

- a) The vendor and each temporary staffing employee shall be responsible for keeping a weekly time card that accurately states the time billable to the County. Weekly time cards must be reviewed, approved, and signed by the County Point of Contact established in the initial job request.
- b) Invoices must be submitted to the department completing the job request, accompanied by the applicable time card.

5.8 PAYMENT TERMS

The CONTRACTOR will be paid net thirty (30) calendar days after the CONTRACTOR'S invoice is approved by the COUNTY.

5.9 APPROPRIATION OF FUNDS

The parties intend that contractual performances by either party beyond the first fiscal year after the execution of this agreement be contingent upon the continued funding and appropriation by the County Board of Commissioners. Therefore, the parties agree that services provided and payment due under this agreement will be provided upon a year-to-year basis contingent upon continued funding and appropriation. The fiscal year for Cumberland County begins on July 1 and ends June 30th.

5.10 TEMP-TO-PERM CONDITIONS

The County may, from time to time, hire a temporary staffing employee after the employee has been on assignment with the County for any period of time ("Temp-to-Perm Conversion"). The County shall not be charged any type of fee for Temp-to-Perm Conversions by the vendor regardless of the length of assignment prior to the Temp-to-Perm Conversion.

5.11 FINANCIAL STABILITY

CONTRACTOR warrants that it has the financial capacity to perform and to continue perform its obligations under the contract; that CONTRACTOR has no constructive or actual knowledge of an actual or potential legal proceeding being brought against CONTRACTOR that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

5.12 INSURANCE:

Providing and maintaining adequate insurance coverage is a material obligation of the CONTRACTOR and is of the essence of this Contract. All such insurance shall meet all laws of the County of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in North Carolina. The CONTRACTOR shall at all times comply with the terms of such insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or this Contract. The limits of coverage under each insurance policy maintained by the CONTRACTOR shall not be interpreted as limiting the CONTRACTOR'S liability and obligations under the Contract. During the term of the Contract, the CONTRACTOR at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the Contract.

5.13 GENERAL INDEMNITY

The CONTRACTOR shall hold and save the COUNTY, its officers, agents, and employees, harmless from liability of any kind, including all claims and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this Contract, and from any and all claims and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the CONTRACTOR in the performance of this Contract and that are attributable to the negligence or intentionally tortious acts of the CONTRACTOR provided that the CONTRACTOR is notified in writing within 30 days that the COUNTY has knowledge of such claims. The CONTRACTOR represents and warrants that it shall make no claim of any kind or nature against the COUNTY'S agents who are involved in the delivery or processing of CONTRACTOR goods or services to the COUNTY. The representation and warranty in the preceding sentence shall survive the termination or expiration of this Contract.

5.14 ENTIRE CONTRACT

The contract formally entered into by the parties after the vendor is selected constitutes the entire understanding of the parties. In the event of a conflict between the COUNTY'S contract terms and the CONTRACTOR'S contract terms, the COUNTY'S terms shall be the overriding determining factor.

5.15 CONTRACT CANCELLATION

The COUNTY may terminate this contract at any time by providing 30 days' notice in writing from the COUNTY to the CONTRACTOR. If the contract is terminated by the COUNTY as provided in this section, the COUNTY shall pay for services satisfactorily completed by the CONTRACTOR, less any payment or compensation previously made.

5.16 LAWS AND ORDINANCES

The contract will be governed by North Carolina law.

5.17 COMPLIANCE WITH LAWS

CONTRACTOR shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business and its performance in accordance with this contract, including those of federal, state, and local agencies having jurisdiction and/or authority.

5.18 COUNTY VEHICLES

Unless an employee is hired for a position that specifically involves operating a vehicle in the job description (such as heavy equipment operator), under no circumstance should temporary staffing employees operate a County-owned vehicle.

5.19 CONTRACTOR REPRESENTATIONS

CONTRACTOR warrants that qualified personnel shall provide services under this Contract in a professional manner. "Professional manner" means that the personnel performing the services will possess the skill and competence consistent with the prevailing business standards in the industry. CONTRACTOR agrees that it will not enter any agreement with a third party that may abridge any rights of the COUNTY under this Contract.

If any services, deliverables, functions, or responsibilities not specifically described in this Contract are required for CONTRACTOR'S proper performance, provision and delivery of the service and deliverables under this Contract, or are an inherent part of or necessary sub-task included within such service, they will be deemed to be implied by and included within the scope of the contract to the same extent and in the same manner as if specifically described in the contract. Unless otherwise expressly provided herein, CONTRACTOR will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the CONTRACTOR to provide and deliver the Services and Deliverables.

CONTRACTOR certifies that it has not previously or currently:

- a. Had any criminal felony conviction, or conviction of any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception, of CONTRACTOR, its officers or directors, or any of its employees or other personnel to provide services on this project, of which CONTRACTOR has knowledge.
- b. Had any regulatory sanctions levied against CONTRACTOR or any of its officers, directors or its professional employees expected to provide services on this project by any governmental regulatory agencies within the past three years. As used herein, the term "regulatory sanctions" includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings.
- c. Had any civil judgments against CONTRACTOR during the three (3) years preceding submission of its proposal herein.

Any personnel or agent of the CONTRACTOR performing services under any contract arising from this RFP may be required to undergo a background check at the expense of the CONTRACTOR, if so requested by the COUNTY.

Proposal Number: RFP #25-7-CTY Temporary Employment Services

The COUNTY may, in its sole discretion, terminate the services of any person providing services under this Contract. Upon such termination, the COUNTY may request acceptable substitute personnel or terminate the contract services provided by such personnel.

Attachments to this RFP begin on the next page.

ATTACHMENT A: INSTRUCTIONS TO VENDORS

1. **READ, REVIEW AND COMPLY:** It shall be the vendor's responsibility to read this entire document, review all enclosures and attachments, and any addenda thereto, and comply with all requirements specified herein, regardless of whether appearing in these Instructions to vendors or elsewhere in this RFP document.
2. **LATE PROPOSALS:** Late proposals, regardless of cause, will not be opened or considered, and will automatically be disqualified from further consideration. It shall be the vendor's sole responsibility to ensure delivery at the designated office by the designated time.
3. **ACCEPTANCE AND REJECTION:** The County reserves the right to reject any and all proposals, to waive minor informality in proposals and to reject proposal with non-minor informalities, based on the sole discretion of the County.
4. **EXECUTION:** Failure to sign EXECUTION PAGE in the indicated space will render proposal non-responsive, and it shall be rejected.
5. **GIFTS:** Gifts and favors to the County of any kind in any amount are prohibited.
6. **SUSTAINABILITY:** To support the sustainability efforts of the County of Cumberland we solicit your cooperation in this effort. All copies of the proposal are printed double-sided.
7. **HISTORICALLY UNDERUTILIZED BUSINESSES:** Pursuant to General Statute 143-48 and Executive Order #150 (1999), the County invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled.
8. **INFORMAL COMMENTS:** The County shall not be bound by informal explanations, instructions or information given at any time by anyone on behalf of the County during the competitive process or after award. The County is bound only by information provided in this RFP and in formal Addenda issued through the State's IPS and the County's Vendor Self Service website.
9. **COST FOR PROPOSAL PREPARATION:** Any costs incurred by vendor in preparing or submitting offers are the Vendor's sole responsibility; the County of Cumberland will not reimburse any vendor for any costs incurred.
10. **VENDOR'S REPRESENTATIVE:** Each vendor shall submit with its proposal the name, address, and telephone number of the person(s) with authority to bind the firm and answer questions or provide clarification concerning the firm's proposal.
11. **SUBCONTRACTING:** The Contractor shall not assign or subcontract the work, or any part thereof, without the previous consent of Cumberland County, nor shall it assign, by power of attorney, operation of law, or otherwise, any moneys payable under the Contract without prior written consent of the County.

If the vendor proposes to subcontract work in this project, the subcontractor and the activity in this project are to be identified in the proposal.

All subcontractors must be approved by the County and must conform to and comply with the same terms, standards and specifications applicable to the contracting firm.

The vendor shall be fully responsible and accountable to the County for the acts and omissions of its subcontractors, and of persons directly or indirectly employed by him.
12. **INSPECTION AT VENDOR'S SITE:** The County reserves the right to inspect, at a reasonable time, the

Proposal Number: RFP #25-7-CTY Temporary Employment Services

equipment/item, plant or other facilities of a prospective vendor prior to Contract award, and during the Contract term as necessary for the County determination that such equipment/item, plant or other facilities conform with the specifications/requirements and are adequate and suitable for the proper and effective performance of the Contract.

13. **AFFIRMATIVE ACTION**: The vendor will take affirmative action in complying with all Federal and County requirements concerning fair employment and employment of people with disabilities, and concerning the treatment of all employees without regard to discrimination by reason of race, color, religion, sex, national origin or disability.
14. **VENDOR REGISTRATION**: Vendors are not required to register as a vendor in our system in order to submit a bid; however, registration is recommended so that vendor information is available for future opportunities. New vendors can register by visiting the following URL: <https://ccmunis.co.cumberland.nc.us/vss/Vendors/default.aspx>.

This Space is Intentionally Left Blank

ATTACHMENT B: EXECUTION OF PROPOSAL

EXECUTION

In compliance with this Request for Proposal (RFP), and subject to all the conditions herein, the undersigned vendor offers and agrees to furnish and deliver any or all items/services upon which prices are proposed. By executing this proposal, the undersigned vendor certifies that this proposal is submitted competitively and without collusion, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible from covered transactions by any Federal or State department or agency. Furthermore, the undersigned vendor certifies that it and its principals are not presently listed on the Department of State Treasurer’s Final Divestment List as per N.C.G.S 147-86.55-69.

The potential Contractor certifies and/or understands the following by placing an "X" in all blank spaces:

- _____ The County has the right to reject any and all proposals or reject specific proposals with deviated/omitted information, based on the County’s discretion if the omitted information is considered a minor deviation or omission. The County will not contact vendors to request required information/documentation that is missing from a proposal packet. Additionally, if the County determines it is in its best interest to do so, the County reserves the right to award to one or more vendors and/or to award only a part of the services specified in the RFP.
- _____ This proposal was signed by an authorized representative of the Contractor.
- _____ The potential Contractor has determined the cost and availability of all materials and supplies associated with performing the services outlined herein.
- _____ All labor costs associated with this project have been determined, including all direct and indirect costs.
- _____ The potential Contractor agrees to the conditions as set forth in this RFP with no exceptions.
- _____ Selection of a contract represents a preliminary determination as to the qualifications of the vendor. Vendor understands and agrees that no legally binding acceptance offer occurs until the Cumberland County Board of Commissioners, or its designee, executes a formal contract and/or purchase order.

Therefore, in compliance with the foregoing RFP, and subject to all terms and conditions thereof, the undersigned offers and agrees to furnish the services for the prices quoted within the timeframe required. Vendor agrees to hold firm offer through contract execution.

Failure to complete, execute/sign (E-signature or handwritten) proposal prior to submittal shall render the proposal invalid and it WILL BE REJECTED.

VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & COUNTY & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #10):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:	FAX NUMBER:	
VENDOR’S AUTHORIZED SIGNATURE:	DATE:	EMAIL:

ATTACHMENT C: CERTIFICATION OF FINANCIAL CONDITION

Name of Vendor: _____

The undersigned hereby certifies that: [check all applicable boxes]

The vendor is in sound financial condition and, if applicable, has received an unqualified audit opinion for the latest audit of its financial statements.

Date of latest audit: _____

The vendor has no outstanding liabilities, including tax and judgment liens, to the Internal Revenue Service or any other government entity.

The vendor is current in all amounts due for payments of federal and County taxes and required employment-related contributions and withholdings.

The vendor is not the subject of any current litigation or findings of noncompliance under federal or County law.

The vendor has no findings in any past litigation, or findings of noncompliance under federal or County law that may impact in any way its ability to fulfill the requirements of this Contract.

He or she is authorized to make the foregoing statements on behalf of the vendor.

Note: This is a continuing certification and vendor shall notify the Contract Lead within 15 days of any material change to any of the representations made herein.

If any one or more of the foregoing boxes is NOT checked, vendor shall explain the reason in the space below:



Signature Date

Printed Name Title

[This Certification must be signed by an individual authorized to speak for the vendor]

ATTACHMENT D: BID PRICE SHEET

Instructions: Vendors should provide a low, mid and high rate for the employee's hourly pay, the company markup percentage, and the hourly bill rate (the employee's hourly rate plus the company's markup). If a vendor cannot provide a position please put NA in the boxes beside of that position. **NOTE: Hourly pay rates cannot exceed the County Hourly Rate listed for that position.**

				COUNTY RATES	BID RATES (HOURLY PAY RATES CANNOT EXCEED THE COUNTY MINIMUM HOURLY RATE FOR THAT POSITION)						
JOB TITLE	COUNTY (C) OR STATE (S) POSITION	POSITION TITLES INCLUDED (IF MULTIPLE)	POSITION GRADE	HOURLY RATE (BASED ON BASE SALARY OF POSITION)	HOURLY LOW PAY RATE	HOURLY LOW BILL RATE	HOURLY MID PAY RATE	HOURLY MID BILL RATE	HOURLY HIGH PAY RATE	HOURLY HIGH BILL RATE	MARKUP %
I. ACCOUNTING/FINANCIAL											
Accountant	C; S	Finance Accountant (C); Accountant I (S); Business Officer I (S)	117	\$35.30							
Accounting Specialist I	S		112	\$27.66							
Accounting Specialist II	S		114	\$30.49							
Accounting Technician I	S		105	\$19.66							
Accounting Technician II	S		107	\$21.67							
Accounting Technician III	S		109	\$23.89							
Accounting Technician IV	S		111	\$26.34							
Federal Grants Finance Accountant	C		117	\$35.30							
Financial Associate	C		105	\$19.66							
Financial Specialist	C		111	\$26.34							
Payroll and Benefit Specialist	C		112	\$27.66							
II. ADMINISTRATIVE/CLERICAL											
Administrative Assistant I	S		107	\$21.67							
Administrative Assistant II	S		109	\$23.89							
Administrative Assistant III	S		111	\$26.34							
Administrative Associate	C		100	\$15.97							
Administrative Manager	C		115	\$32.02							
Administrative Professional	C		107	\$21.67							
Administrative Specialist	C		103	\$17.83							
Administrative Supervisor	C	Administrative Supervisor (C); Business Manager (C)	113	\$29.04							
Administrative Technician	C		102	\$16.98							
Executive Assistant	C	Executive Assistant (C); Tax Administrative Coordinator (C)	110	\$25.09							
Office Assistant III	S		103	\$17.83							
Office Assistant IV	S		105	\$19.66							
Office Assistant V	S		107	\$21.67							
Processing Assistant II	S		100	\$15.97							

JOB TITLE	COUNTY (C) OR STATE (S) POSITION	POSITION TITLES INCLUDED (IF MULTIPLE)	POSITION GRADE	HOURLY RATE (BASED ON BASE SALARY OF POSITION)	HOURLY LOW PAY RATE	HOURLY LOW BILL RATE	HOURLY MID PAY RATE	HOURLY MID BILL RATE	HOURLY HIGH PAY RATE	HOURLY HIGH BILL RATE	MARKUP %
Processing Assistant III	S		103	\$17.83							
Processing Assistant IV	S		105	\$19.66							
Processing Assistant V	S		107	\$21.67							
Senior Administrative Specialist	C		105	\$19.66							
III. HEALTH & LABORATORY											
Community Health Assistant	S		102	\$16.98							
Medical Office Assistant	S		105	\$19.66							
Medical Lab Assistant III	S		101	\$16.47							
Medical Lab Technologist I	S		111	\$26.34							
Medical Lab Technologist II	S		113	\$29.04							
Pharmacy Technician	C; S		105	\$19.66							
Phlebotomist	-	Not a County position	N/A	N/A							
IV. LABOR & SKILLED TRADE											
Animal Shelter Attendant	C		102	\$16.98							
Custodian	C; S	Custodian (C); Housekeeper (S)	101	\$16.47							
Facilities Maintenance Technician	C		105	\$19.66							
Grounds Maintenance Technician I	C		102	\$16.98							
Grounds Maintenance Technician II	C		105	\$19.66							
Heavy Equipment Mechanic	C		110	\$25.09							
Heavy Equipment Operator I	C		103	\$17.83							
Library Facilities Maintenance Technician	C		102	\$16.98							
Public Utilities Technician	-	Not a County position	N/A	N/A							
Solid Waste Attendant	C		101	\$16.47							
Solid Waste Equipment Maintenance Technician	C		101	\$16.47							
Solid Waste Heavy Equipment Maintenance Technician	C		107	\$21.67							
Solid Waste Truck Driver I	C		108	\$22.76							
Weighmaster	C		103	\$17.83							
V. PROFESSIONAL SERVICES											
Department GIS/Mapping Technician	C		108	\$22.76							
Graphic Design & Information Specialist	C		109	\$23.89							
Social Worker I	S		109	\$23.89							
Social Worker II	S		113	\$29.04							

JOB TITLE	COUNTY (C) OR STATE (S) POSITION	POSITION TITLES INCLUDED (IF MULTIPLE)	POSITION GRADE	HOURLY RATE (BASED ON BASE SALARY OF POSITION)	HOURLY LOW PAY RATE	HOURLY LOW BILL RATE	HOURLY MID PAY RATE	HOURLY MID BILL RATE	HOURLY HIGH PAY RATE	HOURLY HIGH BILL RATE	MARKUP %
Social Worker III	S		115	\$32.02							
VI. SPECIALTY											
Human Resources Associate	C		102	\$16.98							
Library Page	C		100	\$15.97							
Library Technician	C		101	\$16.47							
Library Associate	C		105	\$19.66							
Materials Support Associate I	C		100	\$15.97							
Multimedia Content Specialist	C		111	\$26.34							
Paralegal I	C; S		109	\$23.89							
Permit Specialist	C		103	\$17.83							
Print and Mail Technician	C		103	\$17.83							
Public Information Specialist	C		111	\$26.34							
Tax Assistant	C		104	\$18.72							
Tax Research Assistant	-	Not a County position	N/A	N/A							

Attachment E: Sample Temporary Services Position Request Form

TEMPORARY SERVICES POSITION REQUEST FORM

Pay rates are located on the *Department Contract Price Cheat Sheet*, located on the Intranet. The “Contracted Hourly Pay Rate” is the rate the employee will be paid. The “Contracted Bill Rate” is the total billed amount, including agency fees.

Rates that are outside of the contracted rates and selection process must include an explanation and a copy of the form must be emailed to County Purchasing.

Positions not listed on the contract must be added through County Purchasing using the *New Classification Request* form, located on the Intranet.

Date: _____

To: (Contracted Vendor’s Name): _____

From: (Department Name): _____

Point of Contact: _____ Contact Phone: _____ Email: _____

Time Sheet Approver Name/Email: _____

Position Title: _____

Contracted Hourly Pay Rate: _____ **Contracted Bill Rate:** _____

Assignment Location: _____

Expected Term (# of months or a specific date): _____

Work Schedule: (Days of the week) _____ - _____ (Hours) _____ - _____

Additional Notes Regarding Work Schedule:

_____.

Main Duties (A separate sheet may be attached):

_____.

Specific Dress Code? (A separate sheet may be attached) Yes ___ or No ___:

_____.

Any Additional Skill Assessment Requirements (Accounting, Excel, Typing, etc.)? Yes ___ or No ___:

- 1. _____ 3. _____ 5. _____
- 2. _____ 4. _____ 6. _____

Supervisor Signature: _____ Date: _____

Department Head Signature: _____ Date: _____

Upon Selection, Complete the Following:

Vendor: _____ Employee Hourly Pay Rate: _____

If the vendor or pay rate selected is not in accordance with the *Bid Award Approval* document an explanation must be provided below, and a copy of this form should be emailed to County Purchasing.

_____.

Attachment F: County Holiday Schedule

Clarence G. Grier
County Manager



Sally S. Shutt
Assistant County Manager

Brian Haney
Assistant County Manager



Heather Skeens
Assistant County Manager

Faith B. Phillips
Assistant County Manager

Office of the County Manager

Cumberland County 2025 Holiday Schedule

Holiday	Observance Date	Day of Week
New Year's Day	January 1, 2025	Wednesday
Martin Luther King Jr. Birthday	January 20, 2025	Monday
Good Friday	April 18, 2025	Friday
Memorial Day	May 26, 2025	Monday
Independence Day	July 4, 2025	Friday
Labor Day	September 1, 2025	Monday
Veterans Day	November 11, 2025	Tuesday
Thanksgiving	November 27 & 28, 2025	Thursday & Friday
Christmas	December 24, 25 & 26, 2025	Wednesday, Thursday & Friday
Floating Holiday**	<p>* May be taken between January 1 and December 31*</p> <p>**Refer to Section 7.1 – Holidays in the Cumberland County Personnel Manual for specific information and approvals**</p>	

Attachment G: Job Class Specifications



Cumberland County Finance Accountant

CLASS CODE	0704	SALARY	\$73,426.44 - \$117,482.31 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	January 31, 2017
REVISION DATE	February 14, 2024		

Position Overview

Under limited supervision, performs professional level responsible finance, accounting, and budgeting work related to the fiscal functions of the County. Employees perform complex research and analytical duties in support of financial evaluations to include preparing and presenting various recommendations and reports in the area of assignment. These employees also independently perform complex work related to the preparation and maintenance of the various financial records, reports and systems. Work is characterized by use of automated systems to prepare financial reports, conduct financial analysis, make journal entries, conduct cash flow analysis, and assist in budget preparation. Extreme accuracy, attention to detail, and independent judgment are required in the execution of all work assignments. Work is performed under the general supervision of the Deputy Finance Director and is evaluated through conferences, accuracy and completeness of records and reports, and by independent audit of financial records.

Examples of Duties

With limited supervision perform complex finance, accounting, and budget work to include preparing, documenting, reviewing, and maintaining various financial reports, statements, documents and records; trains departments on creating budget forms and complying with management's budget goals and policies; reconcile large bank accounts and the general operating account; review reconciliations; record journal voucher entries; coordinate collection issues with departments and collection agencies; provide reports to be escheated for the general bank account; research any accounts receivable and payable issues and provide resolution; prepare a variety of financial reports related to accounts, funds, debt service, and budgetary issues for presentation to Finance Director and Management; perform professional level research and analysis of trends and other issues and report findings and recommends changes; use various report writing and spreadsheet applications to manipulate data; resolve accounting issues with the payroll staff; review monthly financial system reports to analyze payables and journal vouchers charged to capital outlay accounts; complete the annual financial information report and reconcile to the ACFR; complete annual sales tax and escheats reports; prepare assigned departmental/fund budgets and budget revisions for approval by county manager or Board of Commissioners; review and verify funding and reimbursement for County grants; complete audit confirmations received from various County municipalities; draft the Annual Comprehensive Annual Financial Report's transmittal letter and Management Discussion and Analysis (MD&A); draft liability schedules; draft pension plan and risk management obligation footnote in the ACFR; calculate and record other post-employment benefits obligations for review by the Finance Director, followed by presentation to the Board of Commissioners and consideration for the GASB Excellence in Financial Reporting Award; develop budgets for County programs and non-departmental funds; review departmental budgets and any budget revisions; proactively complete audit schedules/reports to provide to external auditors, respond to

questions or requests for information from external auditors during the annual audit of financial systems; set up new and maintain existing chart of accounts, maintain the County's fixed asset database, perform system-wide year-end close; Implement updates from the Governmental Accounting Standards Board (GASB) including software management of Debt Book for Debt and Lease Accounting.

Minimum Qualifications

Graduation from an accredited four-year college or university with a major in accounting, business or finance with a minimum of 30 hours of accounting and two (2) years of experience in a governmental fiscal operation; or an equivalent combination of education and experience.

Management Preference

North Carolina Certified Local Government Finance Officer (or working toward certification)

Knowledge, Skills and Abilities

Considerable knowledge of public accounting practices and procedures; considerable knowledge of laws, rules, regulations, policies and practices to follow in the accounting function; considerable knowledge of accounting systems, policies, and procedures; considerable knowledge of computer operations and applications related to accounting, payroll, utility billing, and financial analysis and reporting; considerable knowledge of the use of spreadsheets for fiscal trend and analysis; ability to understand, interpret, and apply laws, policies, grant requirements, etc. in the development and maintenance of a variety of financial records and reports; ability to analyze and interpret financial data, perform trend analysis, and prepare clear and concise reports; ability to use a calculator and a computer for the maintenance of accounting and other fiscal records; ability to make computations accurately and with reasonable speed; ability to maintain accurate records and prepare a variety of reports; ability to verify accounting and other financial documents and forms for accuracy and completeness; ability to establish and maintain effective working relationships with department heads, vendors, employees, and the general public; ability to communicate effectively in oral and written forms.

Conditions of Employment

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.

ACCOUNTANT I

This is journey level professional accounting work. It involves limited responsibility for one of more accounting functions within a State agency or institution.

I. DIFFICULTY OF WORK:

Complexity of Assigned Work - Work is professional 'but routine and restricted in complexity when compared to assignments of higher level accountants. Work involves making basic journal entries, reversing and correcting entries and balance sheet and expenditure reports within the framework of relatively static accounts rules and regulations. Work may also involve participation in the budgeting process and limited modification of accounts and procedures. Work is characterized by application of less complex rules and regulations; and/or by scope which is often limited to specific segments of the overall accounting function within the department or institution.

Nature of Guidelines - There is a variety of official accounting rules, regulations, and procedures, which are used to make most decisions. Judgment is generally limited to applying of a set of existing rules, regulations, and basic accounting techniques to the recording and reporting of routine financial transactions.

II. RESPONSIBILITY

Impact of Work - Work has direct affect on routine financial operations of the agency but is not characterized by the modification of accounting systems, major changes in financial policy, or by decisions affecting funding levels to be provided to agency programs.

Work Controls and Supervision Received - Day-to-day work is performed independently by established procedures and regulations. Assignments are received with general instructions on method but specific instruction on results desired. Work is evaluated for accuracy and timeliness by exception and through periodic conferences and reports.

Responsibility for Others - Work usually involves the supervision or coordination of several accounting clerks and technicians but in larger and more specialized accounting offices may be non-supervisory.

III. PERSONAL RELATIONSHIPS: Personal contacts are primarily with other members of the business staff within agency and with regulatory, budget, accounting, and auditing agencies outside of the agency. Contacts could also be with any agency personnel but any non-routine meetings or conferences would involve the presence of other members of the business staff.

IV. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Ability to interpret and apply Federal and State fiscal regulations; ability to analyze and correct financial problems and bookkeeping errors; to establish effective working relationships With the public or departmental program personnel; and ability to prepare interpretive or analytical accounting or financial statements and reports. Considerable knowledge of accounting principles and practices; and considerable knowledge of governmental accounting methods, procedures, and financial practices.

Minimum Education and Experience - Graduation from a four-year college or university with a major in accounting and one year of accounting/auditing experience in the preparation of interpretive or analytical accounting/financial statements and reports; or a four-year degree in business administration or other field with twelve (12) semester hours in accounting and two years of experience as specified above; or a two-year degree in accounting and four years of experience as specified above.

Minimum Education and Experience, for a Trainee Appointment - Graduation from a four-year college or university with a major in accounting; or a four-year degree with twelve (12) semester hours in accounting; or a two-year degree in accounting. Consideration can be given to appointing candidates with a high school diploma and three or more years of progressive experience as an Accounting Technician at the same trainee hiring rate as that set for the two-year accounting degree. It is expected that these candidates would have supplemented their education and experience with formal classroom training in the field of accounting.

Administering the Class - For the purposes of qualification and the setting of entry salaries, one year of education/experience credit may be given for successful completion of the CPA examination; i.e., a total of three (3) years for a certificate holder to recognize the completion of the examination and the required two years of experience. However, the years of experience required for the certificate can only be credited once.

BUSINESS OFFICER I

NATURE OF WORK

This is administrative work as business manager of a small state institution or agency or as assistant business manager in a large state institution.

Employees have responsibilities for the organization and supervision of fiscal and budgetary operations, personnel administration, purchasing, auxiliary enterprises, physical plant operations, and other managerial functions with variations fitting the size, organization, physical layout, and type of institution or agency. Assignments in this class are in hospitals, educational institutions and the smaller state agencies, and employees work independently under the general supervision of higher level administrative officials.

ILLUSTRATIVE EXAMPLES OF WORK

Directs and supervises the maintenance of institution accounts; assists in preparing budget estimates; deposits incoming monies, approves all checks and vouchers; prepares requests for quarterly allotments and requisitions for funds.

Determines needs and approves requisitions for all supplies, equipment and repairs; supervises general storage warehouse; signs requests for bids and opens bids; supervises the preparation of purchase orders; confers with storekeepers, housekeepers, and dietitians regarding current supplies and future requirements; interviews salesmen.

Inspects physical plant; confers with architects, contractors, and state officials concerning permanent improvements; checks buildings for repairs; approves all work orders.

Analyzes problems relating to state programs for the blind and makes recommendations for new or revised procedures to division supervisors.

Recruits and assigns personnel; interprets state personnel policies; maintains personnel records; prepares payrolls.

Performs related work as required.

KNOWLEDGES, SKILLS AND ABILITIES

Considerable knowledge of the principles and practices of public and business administration.

Considerable knowledge of modern office procedures, practices, and equipment.

General knowledge of personnel, purchasing, and accounting practices and procedures.

Ability to plan and direct fiscal and business services.

Ability to establish and maintain effective working relationships with associates, other state officials, and the general public.

ACCEPTABLE TRAINING AND EXPERIENCE

Graduation from a four-year college or university, preferably with a major in business, public, or hospital administration, and four years administrative experience involving participation in the planning and management of a business or governmental program; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

ACCOUNTING SPECIALIST I

This is professional level accounting work in an agency or institution and involves some responsibility for one or more accounting or financial management functions.

Work involves making basic journal entries, reversing and correcting entries, auditing program expenditures and the interpretation of fiscal and general managerial policies, and may involve the supervision or coordination of other staff. Work is generally characterized: by application of standardized rules and regulations and/or by scope which is usually limited to specific segments of the overall accounting or administrative function within the organizational unit. The employees are expected to perform fairly independent within established procedures and regulations and receive general instructions on methods of work but usually specific instructions are provided on results desired. In some organizations the assigned work may be specialized and may be non-supervisory. Employees may spend a significant percentage of time in business functions such as reimbursement, purchasing, special projects, or other administrative duties.

Employees in this class usually report to a business manager, accountant, or other official and may serve as the day-to-day operational manager for a major section, or unit of an agency or institution.

I. DIFFICULTY OF WORK:

Variety and Scope - Work assignments include the supervision and coordination of limited variety of financial data and the professional involvement in areas which may include payrolls, budgeting, disbursing, cashiering, patient accounts, special vending funds, Medicare and Medicaid cost accounting/reports, grants accounting, contracts, trust funds, etc. Employees are generally responsible for managing the day-to-day financial program or assisting a higher-level business manager or accountant. Work may require contact with budget and other officials within and outside the organization.

Intricacy - Employees are generally involved in most of the work unit's financial management responsibilities in interpreting a considerable range of rules, regulations, guidelines, laws, and operational policies to employees, supervisors, and managers. Unique and/or precedent setting fiscal and accounting concerns are referred to a higher level accountant or supervisor for discussion and resolution. Employees must possess thorough knowledge of accounting processes in order to provide technical supervision to subordinate staff. Employees are responsible for assisting in maintaining reference information on financial rules, regulations, and guidelines.

Subject Matter Complete -Work requires an understanding of the theories, concepts, principles and practices of accounting applicable to governmental operations. Employees utilize subject matter knowledge as well as program policies, procedures, regulations, precedents and directions in the administration of budget and fiscal activities.

Guidelines - Employees utilize specific divisional, institutional, agency/university, State and Federal regulations, procedural manuals, instructional materials, and policy memoranda requiring interpretations, integration and appropriate application. Employees utilize the procedural instructions provided by other States/Federal agencies and letters and policy interpretations in reaching decisions and communicating with other employees, supervisors, and managers. Supervisors are consulted as needed for resolution of problems.

II. RESPONSIBILITY:

Nature of Instructions - Employees are generally expected to function with work objectives stated and with expected results and target dates given on new or major assignments; unusual problems are discussed with supervisor. Daily work for self and subordinates is self-planned and performed with general independence. Other administrative staff of instructions, divisions, and agencies provides directions in circumstances where precedent has not been established.

Nature of Review - Work is evaluated on a regular basis through observation of performance and regularly scheduled performance review sessions and reviews of financial reports for completeness, and application of established policies and procedures. Technical and professional aspects of work are subject to be reviewed by the next level supervisor through reports, WPPR, specific examination of completed work, and conferences.

Scope of Decisions - Decisions are reached which involve the overall financial elements of the work unit relative to budgeting, disbursing, grants and federal fund accounting, payroll, Medicare and Medicaid cost accounting, and other areas of work that relate to the process. Decisions are reached that impact on the supervisory relationships of these employees to their subordinate staffs and the program- management aspects impacted by those decisions.

Consequence of Decisions - Decisions concerning the financial and administrative management area may impact on the work unit as a result of the programmatic dependence on funding. Decisions concerning the budget may affect organizational elements in the need for specific financial support for those work areas. Decisions may be significant in the potential for inaccurate budgetary projections, development, management, reporting, and auditing.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Communication occurs on a regular basis with employees, supervisors, managers, external local, State, and Federal government contacts; and the general public. Contact is somewhat varied and involves contact with persons of the accounting or administrative disciplines of agency, institutions, or other agencies of State Government. This range also includes a regular involvement with immediate supervisor.

Nature and Purpose - Employees have contact for the purpose of assisting in coordinating financial management activities within the organization and as needed with external resources.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees work in an office setting. Generally, good working conditions prevail.

Hazards - Exposure to serious dangers rarely occurs.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - General knowledge of accounting and auditing principles and practices. Knowledge of and ability to explain, and apply the provisions of the standardized accounting practices adopted by State Government. Ability to assist in interpreting and analyzing accounting data and applying that analysis to the departmental or institutional needs and determine compliance with pertinent guidelines, rules, regulations, and laws; assist in established and maintaining effective working relationships with representatives of related contact agencies, departmental staff, and the general public; communicate effectively in oral and written form.

Minimum Education and Experience - Graduation from a four-year college or university with a major in accounting, business administration, or other curriculum that would provide a core curriculum in financial management coursework; Or a two-year degree in accounting from a business school or community college and two years of accounting or auditing experience; or graduation from high school and six years of experience as an accounting technician, three of which must have been at an advanced level.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.

ACCOUNTING SPECIALIST II

This is professional level accounting work in an agency or institution and involves general responsibility for one or more accounting or financial management functions. Work involves making basic journal entries, reversing and correcting entries, auditing program expenditures and the interpretation of fiscal policies, and may involve the supervision or coordination of other staff of accounting technicians and clerks. Work is characterized by application of standardized rules and regulations and/or by scope which is usually limited to specific segments of the overall accounting function within the organizational unit. This level is distinguished from the 1 level by the variety, scope, and complexity in terms of budgets, staff, and facilities. The employees are expected to perform fairly independently within established procedures and regulations and receives general instruction on methods of work, but usually specific instruction on results desired. In some organizations the assigned work may be specialized and may be non-supervisory.

Employees in this class usually report to an accountant, business manager, or other official and may serve as the day-to-day operational manager for a major section or unit of an agency or institution that has responsibility for an assigned management functions.

I. DIFFICULTY OF WORK:

Variety and Scope - Work assignments include the supervision and coordination of a diverse variety of financial data in a number of areas which may include payrolls, budgeting, disbursing, cashiering, patient accounts, special vending funds, Medicare and Medicaid cost accounting/reports, grants accounting, contracts, trust funds, etc. Employees are generally responsible for managing the day-to-day financial program or assisting a higher level accountant or business manager. Work may require contact with budget and other officials within and outside the organization.

Intricacy - Employees are generally involved in most of the work unit's financial management responsibilities in interpreting a (considerable/wide) range of rules, regulations, guidelines, laws, and operational policies to employees, supervisors, and managers. Employees independently resolve problems and assess the impact of program operations. Unique and/or precedent setting fiscal and accounting concerns are referred to a higher level accountant or supervisor for discussion and resolution. Employees must possess a thorough knowledge of program components and accounting processes in order to provide technical supervision to subordinate staff. Employees are responsible for assisting in maintaining reference information on financial rules, regulations, and guidelines for use in the administration of financial management aspects of program operations.

Subject Matter Complexity - Work requires considerable understanding of the theories, concepts, principles and practices of accounting applicable to governmental operations. Employees utilize subject matter knowledge as well as program policies, procedures, regulations, precedents and directions in the administration of budget and fiscal activities.

Guidelines - Employees utilize divisional, institutional, agency/university, State and Federal regulations, procedural manuals, instructional materials, and policy memoranda requiring interpretations, integration and appropriate application. On a regular basis employees utilize the procedural instructions provided by other State/Federal agencies and letters and policy interpretations in reaching decisions and communicating with other employees, supervisors, and managers.

II. RESPONSIBILITY:

Nature of Instructions - Employees are generally expected to function with general work objectives stated and with expected results and target dates given on new or major assignments; unusual problems are discussed with supervisor. Daily work for self and subordinates is self-planned and performed with considerable independence. Other administrative staff of institutions, divisions, and agencies provide directions in circumstances where precedent has not been established.

Nature of Review - Work is evaluated through observation of performance and regularly scheduled performance review sessions and reviews of financial reports completeness, and application of established policies and procedures. Technical and professional aspects of work are subject to review by the next level supervisor through reports, WPPR, specific examination of completed work, and conferences.

Scope of Decisions - Decisions are reached which involve the overall financial elements of the work unit relative to budgeting, disbursing, grants and federal fund accounting, payroll, Medicare and Medicaid cost accounting, and other areas of work that relate to the process. Also, decisions are reached that impact on the supervisory relationships of these employees to their respective subordinate staffs and the personnel management and program management aspects impacted by those decisions.

Consequence of Decisions - Decisions concerning the financial management program may impact of multiple work units as a result of the programmatic dependence on funding. Decisions concerning the budget may affect organizational elements in the need for specific financial support for those work areas. Professional decisions may be significant in the potential for inaccurate budgetary projections, development, management, reporting, and auditing.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts – Communication occurs on a regular basis with employees, supervisors, managers, external local, state, and federal government contacts, and the general public. Contact is varied and involves working contact with persons of the accounting or administrative disciplines of agency, institutions, or other agencies of State Government. This range of contact also includes a regular involvement with immediate supervisor and/or higher level staff within organization.

Nature and Purpose – employees have contact for the purpose of coordinating a variety of financial management activities within the organization and as needed with external resources that interrelate to the mission of the work unit.

IV. OTHER WORK DEMANDS:

Work Conditions – Employees work in an office setting. Generally, good working conditions prevail.

Hazards – Exposure to serious dangers rarely occurs.

V. RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities – Considerable knowledge of accounting and auditing principles and practices. Knowledge of and ability to explain, and apply the provisions of the standardized accounting practices adopted by State Government. Ability to: interpret and analyze accounting data and apply that analysis to the departmental or institutional needs and determine compliance with pertinent guidelines, rules, regulations, and laws; establish and maintain effective working relationships with

representatives of related contact agencies, departmental staff, and the general public; communicate effectively in oral and written form.

Minimum Education and Experience – Graduation from a four-year college or university with a major in accounting, business administration, or other curriculum that would provide a core curriculum in financial management coursework and one year of accounting experience; or a two-year degree in accounting from a business school or community college and three years of accounting or auditing experience; or graduation from high school and six years of experience as an accounting technician, three of which must have been at an advanced level.

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ACCOUNTING TECHNICIAN I

DESCRIPTION OF WORK

This is beginning level accounting technician work in a phase of a department's accounting program. Employees in this class maintain all the accounts and general fiscal records for a small special or general fund activity; detailed subsidiary ledgers for a major division of a large department; or performs a more limited variety of bookkeeping as a part of the total accounting process of a moderate size accounting unit. Work of technician is distinguished from work of an accounting clerk by duties which usually involve all or parts of a complete bookkeeping cycle such as billing, receipts, deposits, expenditures; reconciliation of bank statements; ledger posting, balancing, and control; and preparation of financial reports all of which require a knowledge and understanding of bookkeeping principles. Supervision is not a usual responsibility of this class, but employees may assign and check the work of lower level clerks, typists, accounting clerks or bookkeeping machine operators engaged in auditing, coding, and approving of purchase orders and invoices, typing vouchers, budget reports, and other fiscal documents; and routine posting to ledgers. Work is characterized by the predominance of common accounting ledgers, registers, reports and statements; by a limited number of account classifications; and by standardization of procedures and methods used. Work is performed under the general supervision of a higher level of accounting technician, accountant, or administrative employee and is subject to review for conformance with department and state policy.

EXAMPLES OF DUTIES PERFORMED

Maintains and is responsible for the accuracy of and completeness for a set of general and subsidiary ledgers and necessary control accounts such as bond ledgers, departmental ledgers, special fund accounts, collection ledgers, and related subsidiary journals, registers, and books.
Analyzes and verifies bookkeeping transactions and documents and posts to proper accounts or ledgers data concerning receipt and disbursement of funds.
Applies established bookkeeping procedures and methods in verifying entries and transactions and in making adjusting entries in journals and ledgers.
Prepares trial balances and lists of financial statements and reports from records maintained.
Reconciles accounts and prepares financial statements and reports from records maintained.
Uses calculator, adding, or posting machines, and other office equipment in maintaining records.
Performs related duties as required.

RECRUITMENT STANDARDS

Knowledge, Skills, and Abilities

Working knowledge of the application of established bookkeeping and accounting principles and techniques to standard accounting transactions.

Working knowledge of established governmental and departmental bookkeeping practices and procedures.

Working knowledge of office methods and procedures.

Ability to use posting, calculating, or adding machine in recording financial data or making in recording financial data or making computations.

Ability to understand and apply laws, regulations, and policies to the maintenance of financial records.

Ability to verify accounting documents and forms for accuracy and completeness.

Ability to prepare standard financial statements and reports from the books and records.

Ability to assign and review the work of subordinate clerical personnel.

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Minimum Education and Experience

Graduation from a high school including or supplemented by basic courses in bookkeeping or accounting and two years experience in bookkeeping or accounting clerical work in an accounting office; or an equivalent combination of education and experience. (Completion of a one-year business course in a business school including or supplemented by courses in bookkeeping or accounting may be substituted for the required experience.)

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ACCOUNTING TECHNICIAN II

DESCRIPTION OF WORK

This is independent and/or supervisory accounting technician work in a department's accounting program.

Employees in this class usually report to an accountant and are responsible for independently performing a major portion of the bookkeeping activities such as accounts payable and receivable, maintenance and control of general ledger and accounts, and report preparation for one or more complex budget codes in a large accounting office. Employees may report to an administrative official and are responsible for carrying out all accounting and budget activities for a small department or unit with a limited and stable budget. Where the employee is responsible for only a few bookkeeping activities within a large accounting office, participation is usually restricted to the supervision of several lower level accounting clerks in auditing and posting duties, maintaining accounting records, and preparing accounting reports and summary statements. As the budget officer for a department with a limited and stable budget, the employee performs a variety of bookkeeping activities and participates in budget preparation, and inventory control. Work requires the exercise of considerable judgement to insure that transactions are in accordance with correct accounting and budget procedures and statutory requirements. Employees receive minimal supervision, with work reviewed for results and for conformance to policy. The accounting records maintained by the Accounting Technician II, or under its supervision, may be subject to audit by the State Auditor's Office.

EXAMPLES OF DUTIES PERFORMED

Supervises the maintenance of disbursement accounts in a large accounting office including encumbering of purchases, auditing of invoices, preparing vouchers, posting, reconciling, preparing trial balances and other necessary reports.

Maintains a complete set of general accounting books, including control accounts, and performs auxiliary functions such as payroll and purchasing in a small state department or unit.

Supervises the maintenance of accounts receivable records including the preparation of daily reports on collections, posting of figures to general ledger and the taking of trial balances and preparation of billing statements.

Supervises or independently performs a variety of accounting clerical work in auxiliary bookkeeping functions and activities such as payroll, purchasing, inventory control, capital improvements, investments and bond amortization in a large and complex accounting office.

Compiles data and prepares statistical reports to assist supervisors in such accounting areas as budgeting or purchasing.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledge, Skills, and Abilities

General knowledge of the application of established bookkeeping and accounting principles and techniques to standard accounting transactions.

General knowledge of established governmental and departmental budgeting and bookkeeping practices and procedures.

General knowledge of office methods and procedures.

Ability to plan, organize, and review the work of subordinate clerical personnel

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Ability to maintain effective working relationships with the public and other government employees.
Ability to present information clearly and concisely in oral and written form.
Ability to interpret and apply laws, regulations, and policies to the maintenance of financial records.

Minimum Education and Experience

Graduation from a high school including or supplemented by basic courses in bookkeeping or accounting and three years experience in bookkeeping or accounting clerical work in an accounting office; or an equivalent combination of education and experience. (Completion of a one or two year business course in an accredited community college or business school including or supplemented by basic courses in bookkeeping or accounting may be substituted for two and three years of the required experience respectively.)

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ACCOUNTING TECHNICIAN III

DESCRIPTION OF WORK

This is advanced or specialized accounting technician work in performing a variety of accounting clerical functions in departmental accounting program.

Employees in this class may report to an administration official and serve as budget officers responsible for supervising or independently performing a variety of accounting and budget activities of a moderate size department or unit. In larger organizations having more diverse operations and programs such as foundations, investment of revenues, manufacturing, retail, and auxiliary enterprises, and related self-supporting operations, employees may report to an accountant and be responsible for complex and specialized bookkeeping activities such as the amortization of bonds; the maintenance of a variety of bookkeeping records for cash, accrual, or cost accounting system; or for large and perpetual inventory systems. Work may include the supervision of lower level employees. As a budget officer for a moderate size department or unit, the level of work is more advanced and specialized than that of the Accounting Technician II due to the size, complexity, and nature of the department's budget which usually involves a variety but limited amount of purchases and disbursements, several sources and receipts, some capital investments, and occasional change in the size of the budget as a result of new programs and additional funds. Work requires considerable knowledge of the state and the department's accounting budgeting methods, rules, and regulations and requires the use of considerable judgement in maintaining the specialized bookkeeping records. Work is performed under the general supervision of an administrative official or an accountant and is reviewed for conformance with state and departmental policy. The accounts and records maintained by the Accounting Technician III are subject to periodic audit and reviewed by the State Auditor's Office and by the Budget Division.

EXAMPLES OF DUTIES PERFORMED

Maintains complex general accounting books for a moderate size department or unit requiring the segregation of monies and expenditures into a number of accounts involving a combination of state and federal funds; reviews project expenditures to determine that expenditures are properly charged; and prepares necessary accounting and budget reports.

Maintains accounts involving varied and complex entries such as appropriations and allotment ledgers, budgetary control ledgers, inventory control records, requiring the application of specialized bookkeeping procedures.

Prepares specialized financial reports requiring the review of financial records to select pertinent information and submits these reports without review to administrative officials.

Gathers, selects, and compiles accounting clerical and statistical data in terms that are meaningful to management through accounts that reflect both costs on individual funds and develops cost comparisons.

Maintains and supervises the perpetual inventory system of books for a large agency requiring the pricing of goods purchased, manufactures, or re-sold; billing; keeping of inventory control accounts; and preparation of numerous financial and statistical reports.

RECRUITMENT STANDARDS

Knowledge, Skills, and Abilities

Considerable knowledge of bookkeeping principles and practices.

Considerable knowledge of established governmental and departmental budgeting and bookkeeping practices and procedures.

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Ability to understand, interpret and apply laws and regulations to the maintenance of financial records.
Ability to prepare fiscal reports and analyses of financial statements.
Ability to supervise and instruct subordinate personnel in record keeping and other clerical work.

Minimum Education and Experience

Graduation from high school including or supplemented by basic courses in bookkeeping or accounting and four years experience in bookkeeping or accounting clerical work in an accounting office; or an equivalent combination of education and experience. (Graduation from a four year college or university with a major in business administration may be substituted for the required experience; or a two year degree in business administration or accounting from a community college or business college may be substituted for three of the four years experience; or completion of a one year course including or supplemented by courses in bookkeeping or accounting may be substituted for two years of the required experience.)

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ACCOUNTING TECHNICIAN IV

DESCRIPTION OF WORK

This is supervisory or highly specialized accounting technician work in an agency with a diversified accounting program.

Employees in this class may serve as budget officers in medium-sized agencies performing a variety of budget and accounting activities which involve specialized funds of considerable size and complexity. In large accounting offices, employees may serve as chief accounting technicians responsible for supervision of lower level employees performing a variety of bookkeeping functions in a large specialized function or in several bookkeeping functions.

The level of work is more advanced than that of the Accounting Technician III due to more variety of sources of receipts and budget activities involving State and federal funds and the size and complexity of the budget. Work is performed under the general supervision of an administration official or an accountant and is reviewed for conformance to State and departmental policies and procedures through conferences, records, and reports. The accounts and records maintained by the Accounting Technician IV are subject to periodic audit and reviewed by the State Auditor's Office and the Budget Division.

EXAMPLE OF DUTIES PERFORMED

Acts as budget officer for department or institution of medium size with diversified receipts and expenditures involving State and federal funds; and prepares periodic fiscal and budget reports.

Maintains a variety of ledgers and accounts including control accounts and subsidiary ledgers; makes complex journal entries.

Prepares estimates for biennial budgets, allotment requests, and transfer of funds from varied sources to accounts as required.

Serves as chief accounting technician for a medium-sized department or unit requiring application of State federal regulations; and supervises and coordinates accounting clerical activities.

RECRUITMENT STANDARDSKnowledges, Skills, and Abilities

Considerable knowledge of bookkeeping principles and practices.

Considerable knowledge of a group of governmental budgeting practices and procedures.

Ability to understand, interpret and apply specific rules and regulations governing the processing of fiscal documents, maintenance of financial records, and the preparation of fiscal reports.

Ability to plan, supervise, and instruct subordinate personnel in record keeping and other clerical work.

Minimum Education and Experience

Graduation from high school including or supplemented by basic courses in bookkeeping or accounting and five years experience in bookkeeping or accounting clerical work in an accounting office; or an equivalent combination of education and experience. (Graduation from a four-year college or university with a major in business administration may be substituted for four of the five years experience; or completion of a one or two year business course in an accredited community college or business school including or supplemented by courses in bookkeeping or accounting may be substituted for two and three years of the required experience, respectively.)

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Effective: December 1974

**Federal Grants Finance Accountant
Job Description**

1. A. Primary Purpose of Organizational Unit:

The Cumberland County Finance Office provides the following services: general accounting, bid management, capital planning, cash management, debt management, financial systems administration, financial reporting, fixed asset control, investments, payroll, purchasing and budgetary guidance. The risk management and employee benefits functions also operate within the Finance Office. Finance is responsible for reporting to management and state and federal agencies as required in accordance with North Carolina general statutes, federal laws and regulations as well as generally accepted accounting principles.

B. Primary Purpose of Position:

Position is assigned to the County's Finance Office. Position performs highly complex professional accounting and financial tasks to account for federal funds allocated from the American Rescue Plan Act of 2021. These tasks include managing and overseeing the life cycle of the funds (currently set to expire on December 31, 2026), determining whether proposed costs are allowable, maintaining detailed files supporting all approved projects and their expenditures and keeping them in accordance with the appropriate record retention schedule, monitoring and tracking costs, ensuring adherence to procurement standards as established by federal and state law as well as local policy, serving as the point of contact who will respond to all audit requests specific to the expenditure of these funds, assist in developing policies that address requirements of ARPA funds, collaborating with external and internal partners, filing periodic required reports with the US Treasury, and creating transparent reporting for Cumberland County and its constituents.

C. Work Schedule: Monday – Friday, deadlines and workload may require working other days and/or nights.

D. Normal Work Hours: 8:00-5:00 pm; deadlines and workload may occasionally require working more than a regular eight-hour day.

I. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES

FINANCIAL MANAGEMENT

Maintain working knowledge of funding sources and associated requirements and regulations, including 2 Code of Federal Regulations (C.F.R.) 200 – Uniform Administration Requirements, cost principles, and audit requirements for federal awards.

Have working knowledge of procedures related to financial administration of federal awards. Interpret laws and regulations pertaining to federal grants and align interpretations to determine compliance.

Maintain grant-related reference resources including funder research files, grant application deadlines, grant reporting schedules and other information as needed. Adhere to reference resources and timelines so that the County remains in compliance.

Assist in developing and/or updating policies to be in compliance with federal guidelines.

Plan and coordinate financial activities of projects/programs to ensure that objectives are accomplished according to federal state, and local regulations.

Oversee both pre-award and post-award activity for each assigned project. Manage federal funding as mandated by federal grant guidance and county policy. Coordinate budget development, determine allowable direct and indirect costs, monitor funding allocations, and obtain appropriate approvals.

Create newly added project budgets, monitor all expenses, verify availability of funds and allowable expenses as dictated by federal guidance and state and local regulations.

Ensure performance measures for each budgeted project have been developed by the assigned staff prior to contract award and that the requirements of performance are contained within established contracts. Maintain all documentation relating to performance for reporting and audit purposes.

Provide guidance to Management and assigned staff to ensure all financial matters related to ARPA funds are accurate and in compliance with federal, state and local regulations.

Prepare budget revisions as needed, analyze all costs according to budget and ensure work and report submission occurs within appropriate deadlines.

Authorize and process adjustments as needed to ensure coding and reporting are accurate.

Prepare status reports for management, the funding committee and the Board of Commissioners.

Oversee disbursements of ARPA funds to include review of all reimbursement requests, flag errors and/or issues with non-compliance before items are considered for payment. Approve all reimbursement requests once compliant.

Routinely monitor projects and their budgets to ensure compliance with funding specifications. Maintain accountability for all ARPA project costs by utilizing and updating the Allowable Costs Tracking Spreadsheet as well as the general ledger.

Performs reconciliation, and accounting of all funds received.

Provides all documentation and serves as the primary point of contact to substantiate all ARPA funded expenditures during the annual single audit process as well as other audits conducted by representatives of the state and/or federal government.

Performs the annual lost revenue calculation in accordance with ARPA guidelines.

Complete annual and quarterly reporting as required by the federal grantor.

Performs other duties at the request of department head and/or management.

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks as directed by their manager or supervisor.

II. B. OTHER POSITION CHARACTERISTICS:

1. Accuracy Required in Work: Extreme accuracy and technical competence is required to prevent errors that may have serious negative consequences relating to financial/grant reporting and effective decision making.
2. Consequence of Error: Accurate and reliable financial information is critical to sound, effective decisions by county management and the Board of County Commissioners. Accurate audit work papers are needed to ensure the accuracy of the county's Annual Comprehensive Financial Report (ACFR) which are the audited financial statements of the county. Compliance with regulations from various agencies and authorities, and accurate grant reporting and reimbursements ensure the accuracy of the financial statements and that no audit exceptions are reported to avoid payback of federal funds. Reviews of revenue, expenditures and journal entries ensure the integrity of the county's financial transactions and that the financial system reflects the true financial position of the county.
3. Instructions Provided to Employee: Receive written/verbal instructions from any of the following: Deputy Finance Director, Finance Director, Assistant County Manager, County Manager. Accepts managerial instruction and direction and strives to meet the goals and objectives of same. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements and establishes a personal schedule accordingly. Implements work activity in accordance with priorities and estimated schedules.
4. Guides, Regulations, Policies and References Used by Employee: 2 C.F.R. Part 200, County's Accounting, Auditing and Financial Reporting Policies; North Carolina Local Government Budget and Fiscal Control Act; North Carolina State Treasurer's policies, memorandums and sample financial statements; Government Finance Officers Association's Blue Book and other guidance; Governmental Accounting Standards Board

(GASB) standards and standard implementation guides. Federal/State Record Retention Schedules.

5. Supervision Received by Employee: Plans and organizes daily work routine, requiring minimal supervision from supervisor. Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.
6. Supervision provided and number of employees supervised: NA
7. Variety and Purpose of Personal Contacts: This position has significant personal, telephone, written, and e-mail contact with a wide range of individuals to include members of the board of commissioners, county management, co-workers, staff from other county departments, vendors, contractors and external auditors.
8. Physical Effort: Assigned tasks involve the ability to exert minimal physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-25 lbs.). Tasks may involve extended periods of time at a keyboard or work station.
9. Work Environment and Conditions: This position works in the County Courthouse with offices located in Room 451 on the 4th floor. This position requires the ability to meet deadlines and is subject to stressful periods during the year.
10. Machines, Tools, Instruments, Equipment, and Materials Used: Personal Computer, printer, combination copier/fax/scanner/printer machine, calculator, telephone, Microsoft Office which includes: Excel, Word, Powerpoint, and Access. The automated financial and human resource systems. Banking financial system. North Carolina State Treasurer's financial system. Internet interface with local and state data systems. Federal grant portals.
11. Visual Attention, Mental Concentration, and Manipulative Skills: Intense mental concentration and visual attention is required in the performance of job functions such as preparing reports, compiling data, audit work papers and journal entries. Basic manipulative skills are required to operate office equipment such as the computer and calculator.
12. Safety for Others: Employee must be familiar with county and agency policies regarding safety.
13. Dynamics of Work: This position requires the ability to quickly adapt and thrive in an evolving dynamic and diverse work environment.

III. A. KNOWLEDGES, SKILLS & ABILITIES: Has thorough knowledge of the methods, procedures and policies of Cumberland County as such pertains to the performance of the essential duties of the Finance Accountant position. Has thorough knowledge of principles and practices of accounting work to include performing fund accounting activities and comprehensive financial reporting. Has a working knowledge of the County's financial and systems to include chart of accounts. Has considerable knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has considerable knowledge of the organization of the department, and of related departments and agencies. Clearly understands the principles and practices of general accounting and financial management, qualitative and quantitative research and critical thinking and analysis. Remains current on best practices, trends and emerging technologies. Is able to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with which position interacts.

B. REQUIRED MINIMUM TRAINING: Graduation from an accredited four-year college or university with a major in accounting, business administration, or finance with a minimum of 30 hours of accounting and two years of experience in a governmental fiscal operation; or an equivalent combination of education and experience.

IV – REQUIRED LICENSE OR CERTIFICATION

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.



Cumberland County Financial Associate

CLASS CODE	0106	SALARY	\$40,886.59 - \$65,418.55 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	October 31, 2023
REVISION DATE	February 15, 2024		

Position Overview

Employees in this classification perform technical accounting work in support of the County’s payroll and other finance operations with the County. This role includes coordinating the work within accounts payable and performing accounts receivable or payroll related duties. Work involves applying established accounting or administrative procedures, principles of bookkeeping, and basic fund accounting to the review and processing of payroll, accounting, and other financial documents. Work is characterized by use of automated accounting payrolls, ledgers, registers, statements, vouchers, and other fiscal documents. Work includes completing all federal and State payrolls, deductions, journal entries, reconciling accounts or cash and compiling a variety of reports to maintain compliance with State and federal laws in the reporting of payroll. This position assists the Finance Director in specialized research of data and account analysis related to budget and other accounting systems. Independence of action, judgment, and initiative are required in the performance of duties. Work is performed under general supervision of the Administrative Program Officer I or Purchasing Manager and is evaluated through conferences, accuracy and completeness of records and reports, and by independent audit of financial records.

Examples of Duties

Employees in this class reconcile and execute the County’s bi-weekly payroll process for approximately 2500 employees amounting to \$3.5 million; provide complex work in the areas of payroll compensation and calculations, benefits calculations and compilation, accounting principles and record keeping; input a variety of information related to employee hires, terminations, and various benefit entitlements; maintain and update records of various types of transactions such as tax withholding, differed compensation, direct deposit, military leave, workers’ compensation, and leave without pay; compute cost, adjust balances, and reconcile figures to ensure accuracy; compile and key time sheets; compute annual leave payouts; transfer sick leave balances; reconcile and submit payments for garnishments, child support, and tax liens; transfer payroll information to financial system to receive checks for vendors; provide information to employees, supervisors, and others by referencing policies, regulations, and interpreting available data; administer various special pay options available to certain employees; reconcile payroll liabilities to the general ledger; analyze and audit departmental time sheets and confers with departments on discrepancies; verify and complete wage verification; receive and receipt insurance payments from retirees; and reconcile cash receipt journal. Accounts Receivable work includes verifying cash and check deposits received; completing deposit slips for cash and checks received from various departments; recording all deposits for proper allocation of funds; obtaining direct deposits and direct drafts to complete the cash receipt form; entering cash receipt data into the financial system; obtaining trust deposits and withdrawals; documenting and reconciling all daily deposits; verifying deposit slips; processing returned checks; maintaining ledgers for various subsidiary accounts; entering investment principal and interest; recording interest earned on a cash receipt form; recording

journal vouchers for the Register of Deeds; analyzing and reconciling trust accounts and bank accounts. In accounts payable, employees coordinate all accounting activities and review work; train others in the accounts payable process to include departmental staff, and perform the duties of a Financial Associate I. Employees perform related work as required.

Minimum Qualifications

Graduation from an accredited two-year technical college with course work in accounting or business with two (2) years of experience in accounts receivable, payroll, or accounts payable; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Considerable knowledge of laws, rules, regulations, policies, and practices related to the duties assigned; general knowledge of payroll, employee benefits/leaves, public bookkeeping practices and procedures; general knowledge of accounting and related practices and principles and their relationship to the total accounting system requirements within their area of assignment; ability to understand and apply policies and regulations to the maintenance of financial and accounting records and reports; ability to use calculating and adding machines and automated equipment for the maintenance of accounting, fiscal, and related records; ability to make arithmetic computations accurately and with reasonable speed; ability to establish and maintain effective working relationships with department heads, vendors, employees, and the general public; ability to communicate effectively in oral and written forms; ability to use judgment and discretion in handling accounting and other fiscal matters; ability to perform accurate preparation of records and data entry.

Conditions of Employment

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Employees are subject to hazards associated with office work such as ergonomic and visual acuity issues.

Must be able to physically perform the basic life operational functions of stooping, reaching, walking, fingering, grasping, hearing, talking, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, handle proofing tasks, do extensive reading, and operate a computer terminal.



Cumberland County Financial Specialist

CLASS CODE	0105	SALARY	\$54,791.94 - \$87,667.11 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	October 31, 2023
REVISION DATE	October 31, 2023		

Position Overview

Work in this classification is journey level oversight and tracking of a department, federal, grant, and multiple budgets, purchasing, cash accounts and other financial record-keeping. This classification ensures compliance with local, state, and federal regulations regarding finances. This classification differs from an administrative and/or finance classification through its monitoring of multiple budgets and extensive purchasing, invoicing, and recordkeeping related to a department budget. This classification may supervise an administrative position. Work is performed under the department director and is evaluated by direct observation of daily activities, retrospective review of employee's actions in various situations, and review of employee's written reports and completed forms.

Examples of Duties

This classification maintains accounts and records for financial transactions relating to county funds, authorized payments for invoices, assists staff with requesting purchase orders and contracts. Tracks expenditures and reports balances, short-fall, and overages to the department director and provides guidance on solutions. Provided supervision to assigned staff to include, recruitment, onboarding, training, leave approval, and performance management. Provides support to non-profit organizations that support the department in regarding to financial transactions. Oversees large scale purchases such as furniture, equipment, and books. Monitors daily receipts of cash and ensure deposits are accurate.

Minimum Qualifications

Graduation from an accredited two-year college or technical school with a degree in accounting, business management or related field and two (2) years of experience in financial monitoring and purchasing or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Strong knowledge of accounting and bookkeeping principles; excellent verbal and written communication skills; effective organizational skills and the ability to understand and carry out simple to complex oral and written instructions. Ability to concentrate and work effectively in a fast-paced work environment; Able to work independently and use good judgment in making sound decisions; and proficient in use of computer hardware and software programs to include Microsoft Word, and especially Excel. Ability to operate standard office equipment and define problems and find solutions. Ability to establish and maintain effective work relationships with employees, co-workers, administrative officials, supervisors, County Finance staff and the general public. Ability to supervise and direct work of subordinate staff. Ability to compose letters, emails, and memoranda from general

instructions and independently prepare communications explaining or interpreting county policy. Ability to gather and compile statistical information for reports and other correspondence. Ability to work under pressure and meet deadlines. Ability to treat people with respect, work with integrity, and uphold organizational values. Ability to maintain effective working relationships with officials, management, department heads, and other employees.

Conditions of Employment

Some positions within this classification may require driving as an essential function of this position. If so, the candidate must have or obtain a valid North Carolina Driver's License within sixty (60) days of employment and maintain the license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances. Must be able to exert minimal physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 15 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.



Cumberland County PAYROLL/BENEFIT SPECIALIST

CLASS CODE	0125	SALARY	\$57,531.54 - \$92,050.46 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	March 20, 2023
REVISION DATE	April 10, 2023		

Position Overview

Work in this classification includes expert level duties in both Payroll and Employee Benefits. The classification will prepare, process, and record bi-weekly payroll and preparation reports ensuring compliance with federal and State requirements to include payments and timely remittances. This classification will assist the Payroll Manager during his/her absence, and provide professional and administrative work in managing the employee benefits programs and operations. Work is performed under the supervision of the Payroll Manager and Benefits Consultant and is evaluated by direct observation of daily activities, retrospective review of employee’s actions in various situations, and review of employee’s written reports and completed forms.

Examples of Duties

This classification will complete bi-weekly setup of new hire positions including tax exemptions, direct deposits, deductions, and accruals. Prepare for final payroll of terminated employees including leave payout, and processing of other pay types. Process bi-weekly payroll including reports, journal entries, EFT transmission, check writing, and related payments. Review pay-related actions for accuracy; verify ACH transmittal to the County’s bank, and distribute pay advices and checks as needed. Process data for NC Local Government Retirement reporting and transmit data. Monitor employees on Leave Without Pay and coordinate with others on benefits. Coordinate shared leave processing for all employees. Monitor and process Supplemental Pays, per diems, on-call, and retroactive payments. Provide service to employees resolving insurance coverage, claims, or personal changes. Process mane changes, adding and removing dependents, and provides training to employees as needed for self-serve systems. Assist with annual federal requirement for 1095C and other documents. Conducts bi-weekly new employee benefit orientation to include overview of all benefits policies and updates data in the appropriate systems.

Minimum Qualifications

Associate degree with course work emphasis in accounting or business management and four (4) years previous experience and/or training involving the preparation, processing and reconciliation of a high-volume payroll, experience in processing insurance claims, or administering employee benefits and other fiscal documents and transactions; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Has considerable knowledge of the methods, procedures and policies of Cumberland County as such pertains to the performance of the essential duties of Payroll/Benefits Specialist II. Has considerable knowledge of principles and practices of payroll work, to include receipt, review and processing of payroll related documents, the

preparation of payroll and related records, reports and activities. Has considerable knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has working knowledge of the organization of the department, and of related departments and agencies. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has considerable knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Ability to maintain cooperative and effective relationships, as well as any external entities with whom position interacts. Acts with integrity and maintains high levels of confidentiality. The ability to multi-task is essential.

Conditions of Employment

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances. Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.

ADMINISTRATIVE ASSISTANT I

DESCRIPTION OF WORK

Work of this class involves a variety of administrative functions in assisting a program or administrative official in carrying out a program's administrative activities. Employees in this class may be responsible for: (1) independently coordinating the administrative support for a program of lesser complexity than Administrative Assistant II; (2) under closer supervision, coordinating administrative support for a large, more complex program; (3) serving as supervisor of high volume and/or complex records processing operation; and (4) serving as a staff assistant gathering, analyzing, editing, and reporting information for various administrative programs and projects and recommending necessary courses of actions. Employees are responsible for interpreting and carrying out established programs and/or departmental policies and procedures. Work usually requires considerable public contact with program clientele, employees, other departments or the general public in explaining policies and procedures.

This class is distinguished from classes such as Administrative Officer, University Administrative Manager and other more managerially oriented groups by the lesser degree of authority and accountability for management decision-making and/or by the lesser size and complexity of the administrative program. In further contrast, the class is distinguished from level (V) of the Clerical-Office Management Occupations Group by the level of administrative and program involvement, the delegation of most secretarial/clerical functions, and the more comprehensive responsibility for program or administrative operations.

EXAMPLES OF DUTIES PERFORMED

Manages records and reports activities involving implementation of program objectives using existing procedures or devising new methods as necessary. Supervises clerical employees in administering program activities.

Writes, edits, or coordinates the preparation of reports, speeches, or other printed materials according to well-established standards or readily available sources.

Recommends, administers, and monitors budgets for State funds, contracts and grants, clinical income and trust funds.

Interviews and counsels patients, students, and the like, regarding their rights or obligations within the program framework.

Develops and/or revises work procedures and methods, including necessary forms design; trains employees in work procedures.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

General knowledge of office management techniques; and ability to practice effective communication techniques both orally and in writing; effective supervisory practices and ability to plan and supervise the work of others, if applicable.

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions.

Skill in organizing work flow and coordinating activities.

Minimum Training and Experience

Completion of high school or equivalent and four years of progressively responsible secretarial or clerical/administrative/office management experience; or completion of a two-year secretarial science or business administration program and two years of progressively responsible secretarial or clerical/administrative, office management experience; or completion of a four-year program in a college or university preferably with major emphasis on coursework in business administration, public administration, or other related field; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

ADMINISTRATIVE ASSISTANT II

DESCRIPTION OF WORK

Positions in this class assist a program or administrative official in carrying out a program's administrative activities by performing a variety of administrative functions. Employees in this class may be responsible for: (1) independently organizing and implementing the administrative support for a large, complex program; or (2) serving as a staff assistant in gathering, analyzing, editing and reporting information for various administrative programs and projects requiring more discretionary and evaluative judgments. Employees are responsible for interpreting and assisting in developing program policies and procedures. Work usually requires considerable organizational and analytical responsibility.

This class is distinguished from University Administrative Manager by an absence of responsibility in managing the total financial, personnel and related resources of the program. In further contrast, the class is distinguished from the Administrative Assistant I-and III levels by the size, scope, and complexity of program in addition to the degree of responsibility for the program.

EXAMPLES OF DUTIES PERFORMED

Reviews draft publications for consistency with and furtherance of program objectives.

Reviews grant applications, personnel actions and budget requests on an agency-wide scale for appropriateness, completeness and compliance with federal, state and agency guidelines.

Writes, edits or coordinates the preparation of reports, speeches or other printed material including determining necessary content.

Develops work procedures, methods and policies which impact intradepartmentally.

Interviews, counsels patients, students and the like, allowing exceptions to program policies based on evaluation of circumstances.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

Considerable knowledge of office techniques; ability to practice effective communication techniques both orally and in writing; considerable knowledge of effective supervisory practices and ability to plan and supervise the work of others, if applicable.

Ability to analyze, interpret, recommend, and implement policy and procedural guidelines.

Skill in organizing work flow and coordinating activities.

Minimum Training and Experience

Completion of high school or equivalent and five years of progressively responsible secretarial or clerical/administrative experience including one year of administrative or office management experience; or completion of a two-year secretarial science or business administration program and three years of progressively responsible secretarial or clerical/administrative experience including one year of administrative or office management experience; or completion of a four-year program in a college or university preferably with major emphasis on coursework in business administration, public administration or other related field and six months of administrative or office management experience; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

ADMINISTRATIVE ASSISTANT III

DESCRIPTION OF WORK:

Work of this class involves a variety of administrative functions in assisting a program head in administering the day-to-day affairs of a broad, diverse departmental or university program. Employees are responsible for interpreting, developing, and carrying out policies and procedures for various programs rather than one specific program. The class is characterized by major public contact functions including responsibility for acting as liaison between the department and other departments and the public in interpreting policies and procedures with independent authority. This class is distinguished from the Administrative Assistant II level by the broader involvement in program activities and the more discretionary judgement required in interpreting policy and program objectives. Work is reviewed for conformance with program objectives.

EXAMPLES OF DUTIES PERFORMED:

Drafts reports and materials requiring extensive research and interpretation.
Receives, screens, reviews correspondence; assigns it to appropriate persons for preparation of replies with specific instructions for response; writes letters and reports for supervisor's review.
Answers independently letters requiring decisions which tend to establish precedents or commit management to a course of action.
Serves as liaison to expedite flow of information and to interpret policies, procedures, rules, and regulations to many and varied facets of the organization as well as to the general public and the press. Based on discussions with supervisor and other staff members, controls agenda, coordinates arrangements for meetings, conferences, workshop, and the like. Attends meetings as a participant or representative of management.
Establishes administrative procedures for the unit.
Performs related duties as required.

RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities

Thorough knowledge of office management techniques; and ability to practice effective communication techniques both orally and in writing including ability to coordinate a variety of resources in gathering information and independently answering inquiries.
Considerable knowledge of effective practices and ability to plan and supervise the work of others, if applicable.
Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions, independently.
Ability to establish and maintain effective working relationships with associates, officials, the press and the general public.
Skill in organizing work flow and coordinating activities.

Minimum Education and Experience

Completion of high school or equivalent and six years of progressively responsible secretarial/administrative experience including two years of administrative or office management experience involving substantial public contact, information gathering and writing experience; or completion of a two year secretarial science or business administration program and four years of responsible secretarial or clerical/administrative experience including two years of administrative or office management experience; or completion of a four-year program in a college or university preferably with major emphasis on coursework in business administration, public administration or other related fields and one year of administrative or office management experience; or an equivalent combination of education and experience that provides the required knowledge, skills and abilities.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.



Cumberland County ADMINISTRATIVE ASSOCIATE

CLASS CODE	1607	SALARY	\$33,222.22 - \$53,155.56 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	December 01, 2023
REVISION DATE	December 01, 2023		

Position Overview

Work in this classification is entry level office and administrative duties in support of a department or unit. Work includes greeting the public and answering questions in person, email, or telephone. This classification will use current office technology including word processing, database, spreadsheet, and other software. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

Examples of Duties

Employees serve as office support for departmental functions and services. Work may include screening calls and inquiries and providing information to the public on a variety of rules, programs, or County services through multiple forms of communication. Employees in this classification will greet visitors and process items such as mail, books, and packages. May collect and document payments, make appointments and coordinate arrangements for meetings and conferences. Compile materials and enter data and statistics on charts, spreadsheets, or memos from typed, handwritten copy, or machine dictation. An employee may create records or reports by posting general program activity in an automated system or enter data on established forms, files, and other records. May assist other staff with program and office support functions. Work typically follows established procedures and precedent setting situations are referred to others.

Minimum Qualifications

High school diploma or GED and the ability to perform the primary duties of the position.

Knowledge, Skills and Abilities

Basic knowledge of office practices and procedures; working knowledge of arithmetic, grammar, spelling, and vocabulary; working knowledge of word-processing, spreadsheets, and other computer applications used in the assigned office; ability to operate a computer, scanner, copier, fax machine, typewriter, or other office equipment; ability to process data, information, and other information required by the program and office; ability to communicate effectively in person, in writing, and by telephone; ability to be tactful and courteous; ability to follow oral and written instructions and procedures; ability to enter data with accuracy at the speed required of the particular program or position; ability to use automated systems and technology in performing the duties assigned; ability to establish and maintain effective working relationships with the general public and other employees.

Conditions of Employment

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.



Cumberland County ADMINISTRATIVE MANAGER

CLASS CODE	1610	SALARY	\$66,599.95 - \$106,559.92 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	October 22, 2023
REVISION DATE	December 04, 2023		

Position Overview

Work in this classification is professional level administrative and supervisory support in a department or unit. An employee will perform supervisory functions and a wide variety of difficult administrative, financial, and programmatic duties requiring a variety of skill sets. Work includes overseeing the department while the department head is performing other functions, questioning administrative and technical workflow processes, and participating in recommending more efficient methods and practices, participating in policy development, developing, and monitoring operational budgets, and consulting with management on the execution of policies and procedures. Work is classified as independent with decision making in administrative tasks. Work is performed under limited supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

Examples of Duties

Employees in this class have been delegated and independently perform all technical and administrative work to include budget, finance, human resources, grant management, payroll, and organizational oversight for a department. These employees function as members of the management team and may have responsibility for supervising program support staff including hiring, performance coaching, performance evaluations, and disciplinary actions; work closely with the department head in personnel, budget, payroll, accounts payables/receivables, purchasing, administrative, and other support issues; perform professional accounting and financial management duties; provide the department head with an independent view of workflow, polices, and procedures practiced within the department; prepare and monitor all budgets to include grants; oversee the payroll function for the department; write specifications and contracts for services and supplies and equipment; analyze personnel actions for budget impact; conduct management and operations research and evaluation studies; supervise subordinate staff who perform these duties and/or perform the more complex tasks involved; answer most inquiries and resolve difficult problems; independently handle confidential or sensitive information in an appropriate manner; compose letters, memoranda, reports and other materials in support of organizational issues and projects; collect and analyze data; conduct research using a variety of sources; compile records and reports; create tables, spreadsheets, or data bases to generate report information; develop and implement administrative office procedures and write procedures manuals; train new employees in office policies and procedures; support a variety of the departmental tasks and programs; review and verify records and reports for correct information including the work of subordinate staff; process documents based on review and verification; independently prepare, or draft for review, complex governmental reports or filings; serve on or chair committees related to the administrative operations.

Minimum Qualifications

Graduation from an accredited four-year college or university with a degree in business administration or related field and four (4) years of experience in office management and supervision or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Thorough knowledge of office practices and procedures; thorough knowledge of office software and applications to the administrative environment; considerable knowledge of accounting methodologies, accounts payable and receivable and payroll procedures in County government operations; thorough knowledge of supervisory practices and of the County's personnel policies and procedures; considerable ability to supervise and train others; considerable knowledge of a wide variety of administrative policies, procedures, and laws in support duties and tasks; ability to provide leadership to other support or program staff; ability to set work priorities and organize duties and tasks; ability to gather and give information on departmental programs based on inquiries; ability to analyze processes, procedures, and policies and formulate recommendations; ability to communicate effectively; ability to be tactful and courteous; ability to formulate recommendations in precedent setting situations; ability to formulate, monitor, and present budget recommendations; ability to establish and maintain effective working relationships.

Conditions of Employment

Some positions within this classification may require driving as an essential function of this position. If so, the candidate must have or obtain a valid North Carolina Driver's License within sixty (60) days of employment and maintain the license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.



Cumberland County ADMINISTRATIVE PROFESSIONAL

CLASS CODE	1611	SALARY	\$45,077.47 - \$72,123.95 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	October 22, 2023
REVISION DATE	December 04, 2023		

Position Overview

Work in this classification is professional level administrative, financial, and programmatic support in a department or unit. An employee may perform supervisory functions and a wide variety of moderately difficult administrative, financial, and programmatic duties requiring a variety of skill sets. Work includes overseeing the administrative function of the department while the department head is performing other duties, questioning and developing administrative/technical workflow processes, assisting with and monitoring one or more operational budgets, and consulting with management on the execution of policies and procedures. Work is classified as independent with some decision making in administrative tasks. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

Examples of Duties

Employees in this class have typically been delegated and independently perform all technical and administrative work to include budget, finance, human resources, grant management, payroll, and organizational oversight.

These employees assist the Administrative Supervisor and Manager in supervising program support staff including hiring, performance coaching, and performance evaluations; assist the administrative manager or supervisor in personnel, budget, payroll, accounts payables/receivables, purchasing, administrative, and other support issues; perform accounting and financial management duties; assist with monitoring budgets to include grants; assist with the development of specifications and contracts for services and supplies and equipment; answer most inquiries and resolve difficult problems; independently handle confidential or sensitive information in an appropriate manner; compose letters, memoranda, reports and other materials in support of organizational issues and projects; collect and analyze data; conduct research using a variety of sources; compile records and reports; create tables, spreadsheets, or data bases to generate report information; review and verify records and reports for correct information including the work of subordinate staff; process documents based on review and verification; assist with preparation, or draft for review, complex governmental reports or filings.

Minimum Qualifications

Graduation from an accredited two-year college or technical school with a degree in business administration or the assigned area and two (2) years of experience in office administration or the assigned area or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Thorough knowledge of office practices and procedures; considerable knowledge of office software and applications to the administrative environment; considerable knowledge of accounting methodologies, accounts

payable and receivable and payroll procedures in County government operations; considerable knowledge of supervisory practices and of the County's personnel policies and procedures; the ability to supervise and train others; considerable knowledge of a wide variety of administrative policies, procedures, and laws in support duties and tasks; ability to provide leadership to other support or program staff; ability to set work priorities and organize duties and tasks; ability to gather and give information on departmental programs based on inquiries; ability to analyze processes, procedures, and policies and formulate recommendations; ability to communicate effectively; ability to be tactful and courteous; ability to formulate recommendations in precedent setting situations; ability to formulate, monitor, and present budget recommendations; ability to establish and maintain effective working relationships.

Conditions of Employment

Some positions within this classification may require driving as an essential function of this position. If so, the candidate must have or obtain a valid North Carolina Driver's License within sixty (60) days of employment and maintain the license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances. Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.



Cumberland County ADMINISTRATIVE SPECIALIST

CLASS CODE	1615	SALARY	\$37,085.34 - \$59,336.55 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	December 01, 2023
REVISION DATE	December 01, 2023		

Position Overview

Work in this classification is journey level office and administrative duties in support of a department or unit. The work can generally be described as either performing or coordinating the administrative support in the assigned unit or serving as a staff assistant gathering and analyzing information for various programs and projects. Work generally requires that employees perform assigned administrative or technical functions within their program with little direct support. Problems are brought to the attention of the supervisor and employees research issues and participate in problem resolution. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

Examples of Duties

Employees in this class possess a variety of roles with parity in complexity of assignments and organizational dynamics. Work may include screening calls and inquiries and providing information to the public on a variety of more complex rules, programs, or County services through multiple forms of communication. Employees may be responsible for managing the department mail distribution, processing items such as books and packages, collect and document payments, balance cash receipts and assist with coordination of timesheets, travel reimbursements, and minor purchasing activities for an assigned department. Employees handle complex inquires with full understanding of policies and law pertinent to the assigned department. May interpret rules, regulations, and information on the program and organization's operating standards and share with co-workers or the public. Work may also include serving in a role as assistant to the program director or manager in accomplishing the goals of the area assigned; Employee may handle confidential or sensitive technical information. Work in the classification differs from the Administrative Associate with higher complexity in assigned tasks and responsibility of some minor financial duties.

Minimum Qualifications

High school diploma or GED and one (1) year of experience in the assigned program area; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Some knowledge of department's functions and purpose with ability to communicate that mission to others in the department and general public; knowledge of the policies and procedures of the assigned work area; knowledge and ability to use official business practices; knowledge of County function to which assigned and the interface between the assigned work and the departmental mission; ability to operate in the assigned program area with little direct oversight; ability to communicate effectively and to conduct the department's business in person and by

telephone; ability to gather and give information and instructions based on program knowledge and research; ability to communicate a technical knowledge of program operations and organizational programs; ability to be tactful and courteous on County business; proficiency with a variety of technology that operate the business systems for the County; ability to use a wide variety of other computer technology to generate work for the office assigned; ability to compile information based on general instructions; ability to establish and maintain effective working relationships with supervisor, employees, and the general public.

Conditions of Employment

Some positions within this classification may require driving as an essential function of this position. If so, the candidate must have or obtain a valid North Carolina Driver's License within sixty (60) days of employment and maintain the license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PHYSICAL REQUIREMENTS

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.



Cumberland County Administrative Supervisor

CLASS CODE	1616	SALARY	\$60,408.12 - \$96,652.99 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	November 16, 2023
REVISION DATE	December 01, 2023		

Position Overview

Work in this classification is professional level supervisory support in a department or unit. Work involves the full supervision of staff performing a wide variety of administrative, financial, and programmatic duties requiring a variety of skill sets. This classification will handle the most complex issues and will address problems or issues as reported by staff. Work is performed under limited supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

Examples of Duties

Positions in this classification are considered working supervisors. The majority of time is spent supervising a moderately large administrative unit while addressing problems and solving complex issues. Supervisory duties include recruitment, hiring, onboarding, and training. Work in this classification require the employee to assign work, address deficiencies, approve timesheet and leave requests, provide routine evaluations, and work with the department head when progression discipline is required. Work in these units will normally include call centers to provide and obtain information from the public, mail distribution, and collection or verification of documents. Work may include handling receipt of payments, balancing cash receipts, timesheet entry, purchasing activities, invoicing, and contract/bid development. Oversee the monitoring of operational budget(s), and consulting with management on the execution of policies and procedures. Work is classified as independent with some decision making in supervising the administrative function of the department. Work in the classification differs from the Administrative Associate with higher complexity in assigned tasks and full responsibility supervision.

Minimum Qualifications

Graduation from an accredited two-year college or technical school with a degree in business or related field and four (4) years of experience with at least two years in a supervisory role or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Thorough knowledge of office practices and procedures; considerable knowledge of office software and applications to the administrative environment; considerable knowledge of accounting methodologies, accounts payable and receivable and payroll procedures in County government operations; strong knowledge and ability to supervise and lead others; strong ability to train others, provide leadership to other support or program staff, set work priorities and assign duties; strong ability to effectively communicate verbally and in writing; ability to be tactful and courteous; ability to formulate recommendations in precedent setting situations; ability to establish and maintain effective working relationships.

Conditions of Employment

Some positions within this classification may require driving as an essential function of this position. If so, the candidate must have or obtain a valid North Carolina Driver's License within sixty (60) days of employment and maintain the license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PHYSICAL REQUIREMENTS

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.



Cumberland County Business Manager

CLASS CODE	0717	SALARY	\$60,408.12 - \$96,652.99 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	November 02, 2023
REVISION DATE	November 02, 2023		

Position Overview

Employees in this class work independently to perform a variety of difficult administrative, financial, and programmatic support duties for a large or complex County department. An employee in this class may perform supervisory and a wide variety of difficult administrative, financial, and programmatic duties requiring a variety of skill sets. Work includes participating in policy development, developing and monitoring the operational budget, and consulting with management on the execution of policies and procedures. Work requires supervision of financial processes and programs. Employees independently handle certain activities such as information processing and referral or a special office assignment. Administrative duties are considered at or above advanced journey level and require tact and discretion in handling sensitive or confidential matters in the various program areas. Work requires a broad knowledge of departmental and County-wide operations, as well laws and regulations that impact the fiscal operations in order that the role may serve as backup and at a competent level in several roles. Precedent setting situations are referred to higher level supervisors while unusual situations with some precedence are handled by the employee. Guides may include a variety of written manuals and instructions, as well as oral instructions. Sound judgment is required in performing the tasks. Work is performed under the supervision a Deputy or Director level classification and work is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Examples of Duties

Employees serve as the manager of an administrative operations unit within a large and complex department and may supervise program support staff including hiring, performance coaching, performance evaluations and disciplinary actions; work closely with the assigned supervisor in personnel, budget, payroll, accounts payables/receivables, purchasing, grants, administrative, and other support issues; perform professional accounting and financial management duties; provide the director with an independent view of policies and procedures practiced within the office; prepare the budgets and briefs the County Finance Department, County Manager, and Board of Commissioners as necessary; monitor all budgets to include grants; may oversee the payroll function for the Office; write specifications and contracts for services and supplies and equipment; conduct management and operations research and evaluation studies; may supervise subordinate staff who perform these duties and/or perform the more complex tasks involved; answer most inquiries including customer complaints independently; handle confidential or sensitive information in an appropriate manner; compose letters, memoranda, reports and other materials in support of organizational issues and projects; collect and analyze data; conduct research using a variety of sources; compile records and reports; create tables, spreadsheets or data bases to generate report information; maintain program files; develop and implement administrative office procedures and write procedures manuals; support a variety of the Departmental tasks and programs; review and verify records and reports for

correct information; process documents based on review and verification; file and retrieve materials based on limited information and perform periodic follow-up activities; independently prepare, or draft for review, complex governmental reports or filings; serve on or chairs committees related to the administrative operations; and perform related work as required.

Minimum Qualifications

Graduation from an accredited four-year college or university with a major/ in accounting or business administration and four (4) years of governmental accounting experience; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Thorough knowledge of County and office practices and procedures; thorough knowledge of office software and applications to the administrative environment; thorough knowledge of fiscal theory, techniques, practices and procedures for monitoring fiscal aspects of assigned programs, budgets, and grants. Strong knowledge of accounting methodologies, accounts payable and receivable and payroll procedures in County government operations; considerable knowledge of modern supervisory principles and practices and of the County's personnel policies and procedures; considerable knowledge of a wide variety of administrative policies, procedures, and laws in support duties and tasks; ability to provide leadership to other support or program staff in the Department; ability to set work priorities, organize duties and tasks and to supervise, if assigned; ability to gather, analyze and give information and instructions on Departmental programs based on inquiries; ability to analyze processes, procedures and policies and formulate recommendations; ability to communicate effectively in person, by telephone and in writing; ability to be tactful and courteous; ability to use judgment in formulating recommendations in precedent setting situations; ability to formulate, monitor, and present budget recommendations; ability to establish and maintain effective working relationships with employees, supervisors, and the general public.

Conditions of Employment

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances. Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.



Cumberland County Administrative Technician

CLASS CODE	1617	SALARY	\$35,319.38 - \$56,400.00 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	November 16, 2023
REVISION DATE	December 01, 2023		

Position Overview

Work in this classification is journey level office and administrative duties in support of a department or unit. The range of work extends from routine to advance in complexity but is generally considered journey level. Work includes greeting the public and answering questions and giving information, relaying information, typing or data entry work, and creating and maintaining accurate files and records. The employee is expected to have a good understanding of the work unit and/or the County and its services to respond to inquiries, including technical knowledge about departmental or County processes, policies, and procedures. Customer service duties require tact and some independence of action particularly when encountering sensitive or confidential matters. Work typically follows established procedures, with precedent setting situations are referred to others. Specific oral and/or written instructions are available to apply to most work situations. Work includes the use of current office technology including word processing, data base, spreadsheet, and other software. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

Examples of Duties

Employees serve as office support, program, timekeeping, accounts receivables/payables, data entry, or other administrative support for departmental functions and services; screen calls and inquiries; secure and give information on a variety of rules, programs, or County services; receive and greet visitors. Secure information via telephone or personal contact; select appropriate materials or research records to answer questions. May handle confidential items and/or customer accounts. Process fingerprint cards, arrest cards, and photographs to the SBI; fill in on the dispatch desk when required; prepare monthly status reports on each detective's caseload. Make appointments and coordinate arrangements for meetings and conferences; may coordinate compilation of materials, agenda items, and data for meetings or appointments; may take minutes of a board or commission meeting; may sign items such as letters, reports, or memoranda for supervisor. Handle accounts receivables from utility billings and other sources of revenue from departments; make deposits and reconcile financial records; post payments to customer accounts; work with other Finance Department staff in deposits; process timecards on weekly and monthly employees. Input data into computer systems for the department; generate records, reports, bills and/or other departmental requirements from the data; verify and edit data, as needed. Assist in conduct of elections in compliance with NC Election Laws; maintain current voter registration of the County; assist local, State, and federal candidates and the general public with election laws and other information; and test voter equipment for accuracy. Operate a computer or word processor to generate correspondence, memoranda, electronic mail, minutes, reports; review work for compliance with instructions, spelling, punctuation, and basic grammar; proofread final copies of materials. Type a variety of materials including tabular charts, spreadsheets, and statistical materials

from typed, handwritten copy, or machine dictation; proofread final copies for spelling, punctuation, grammar, and format.

Minimum Qualifications

High school diploma or GED and six (6) months of experience as an office assistant, secretarial, or records processor; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

General and working knowledge of office practices and procedures; general and working knowledge and ability to use correct numbers, arithmetic, bookkeeping, grammar, vocabulary, and spelling; ability to communicate effectively in person and by telephone; ability to gather and give basic information and instructions on departmental programs based on inquiries; ability to operate a variety of office machines such as a computer, typewriter, fax, copier, and other technology required in the position; ability to use judgment in organizing and establishing priorities of the work assigned; ability to record financial transactions and balance figures; ability to meet deadlines with payrolls and related actions with strict timelines; ability to compile information based on general instructions; ability to arrange and place records, reports, and files into a proper sequence; ability to establish and maintain effective working relationships with supervisors, employees, and the general public.

Conditions of Employment

Some positions within this classification may require fluency in speaking, reading, and writing in a second language.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PHYSICAL REQUIREMENTS

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.



Cumberland County Executive Assistant

CLASS CODE	1612	SALARY	\$52,182.80 - \$83,492.48 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	September 30, 2013
REVISION DATE	December 01, 2023		

Position Overview

Work in this class includes performing a full range of complex administrative program support duties in one of the largest departments in the County. This role requires a complete and comprehensive understanding of departmental work processes and procedures. Positions are located within a variety of departments and possess different functional requirements but are similar in nature regarding depth of programmatic knowledge, complexity of tasks, decision making, public contact in the explanation of decisions, accountability, and dynamics of the program areas. Work generally requires that employees independently perform difficult and complex administrative functions within their program. This level is distinguished from the Administrative Professional by the complexity of issues and the advanced level of program knowledge and management, supervision received, advanced skills, and program difficulty. Work is performed under the supervision of the higher-level manager or department head and is evaluated through work planning and monitoring interactions, observation, and conferences.

Examples of Duties

Employees in this class possess a variety of roles with parity in complexity of assignments, independence, program dynamics, supervision received, judgment required, and problem-solving skills. Work may include providing supervision and direction in the daily processing, recording, and reporting for payroll and budget to include compliance with federal and State requirements and the completion of payroll financial reports; reconciling payroll activities to the general ledger; computing cost, adjusting balances, and reconciling figures to ensure accuracy of data; purchasing supplies, materials, equipment. Classification may supervise and manage the administrative function of a department to include preparing presentations and supervising a staff engaged in specialized work. Duties require considerable tact and discretion in handling sensitive or confidential matters in the program areas. Employees resolve complex problems independently and notify administrative supervisors of recommended decisions and course of action. The employee may be involved in developing or modifying operational policies and procedures; and may be considered the resident expert in the assigned area of work.

Minimum Qualifications

Graduation from an accredited two-year college or technical school with a degree in business administrative or related area of assignment and three and one-half (3 1/2) years of experience with one year in the specific area of assignment, including some experience in a lead or supervisory role; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Thorough knowledge of department's functions and purpose; thorough knowledge of the processes, procedures, standards, and regulations of the department; thorough knowledge of the federal and State requirements governing the program area; understanding of the rationale governing policies and procedures of the assigned work area and the ability to modify or create new policies governing work processes; ability to be accountable for program operations, decisions, actions, and consequences; ability to communicate effectively and to conduct the department's business in person and by telephone; ability to gather and analyze detailed program information based on program knowledge and independent research; ability to communicate a technical knowledge of program operations and organizational programs; ability to be tactful and courteous while being persuasive and confident on County business; proficiency with a variety of specialized technology that operates the business systems for the County; ability to compile, analyze, and then explain information based on general instructions; ability to coordinate and supervise the work of others; ability to establish and maintain effective working relationships with supervisor, employees, and the general public.

Conditions of Employment

Some positions within this classification may require driving as an essential function of this position. If so, the candidate must have or obtain a valid North Carolina Driver's License within sixty (60) days of employment and maintain the license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination.

Some tasks require oral communications.



**Position Description
Form (CCPD02)**

(Human Resources Dept. Use Only)

Approved Classification _____ SG _____

Effective Date _____

Position Number _____

Exempt _____ Non-Exempt _____

Please refer to the Instructions for Completion of the Position Description Form for guidance on completing this form.

The information written regarding the position indicated is of great value in understanding and evaluating the duties and responsibilities of the job. The questions are designed to assist the supervisor and employee in describing the work and clearly explaining the duties and responsibilities. Be sure to answer each question carefully and answer so that anyone who does not know the job can understand the functions and requirements of the job. Think and write in terms of what is required and how and why it is done. Specific examples and samples of tasks will be helpful.

SECTION I – POSITION IDENTIFICATION

1. Present Position Title Tax Administrative Coordinator	2. Present Position Number 125000014
3. Proposed Change to Position Title	4. Usual Working Title of Position
5. Name of Immediate Supervisor	6. Department/Section/Unit Tax Administration
7. Name of Department Head	8. Street Address 117 Dick Street
9. Name of Employee	10. Location of Workplace, Bldg. and Room County Courthouse, 5 th Floor
11. How long have you been in the job? Years: _____ Months: _____	12. Telephone Number

SECTION II - GENERAL INFORMATION

A. Primary Purpose of the Organizational Unit:

The primary purpose of the Tax Department is to provide accurate mapping, listing, and appraising of all taxable property within the jurisdiction of Cumberland County and its nine municipalities, fairly and equitable, according to the provisions of the North Carolina General Statutes.

B. Primary Purpose of the Position:

Under limited direction, the purpose of this position is to perform administrative work for the Tax Administrator. This work includes serving as an office manager and providing a variety of secretarial and administrative assistance, including special project(s) and/or supporting other function(s) of the department, and serving as a liaison to other departments. Employee typically supervises a clerical staff. Employee is responsible for monitoring budget expenditures and contracts; maintaining the supervisor’s schedule; preparing correspondence, reports and other material; answering telephones and greeting visitors; maintaining files and ledgers; overseeing purchasing; routing mail and other communication; preparing and maintaining records and computer databases.

C. Work Schedule:

Monday - Friday

D. Normal Work Hours:

8:00 a.m. – 5:00 p.m.

E. Change in Responsibilities or Organizational Relationship Since Last Reviewed:

Review for grade revision

SECTION III – POSITION INFORMATION

A. DESCRIPTION OF FUNCTIONAL AREAS, RESPONSIBILITIES AND DUTIES

Reference Instructions for Completion of the Position Description Form for guidance in documenting these areas. Be sure to indicate the percentage of time (%) spent on each responsibility in the left column. Put an asterisk () in the right column by the functions that are considered essential.

Method Used: Order of Importance xx Sequential Order _____

Percent of Time	Functional Areas/Responsibilities/Duties	ADA Essential Function
25%	Receives, requests, researches or otherwise obtains a variety of technical or financial information, and prepares reports; reviews source documents and prepares or edits computer records to reflect accurate information. Manages, develops and compiles figures; prepares and monitors department and/or program budgets, and prepares revisions, as necessary; administers department purchasing, and accounts payable and receivable functions, and maintains general ledger. Ensures invoices for payments are entered in a timely manner and payments are made. Works with internal departments to ensure department specific forms and tax bills are printed. Works with program managers to routinely review, monitor, and update department contracts for services.	*
35%	Manages clerical and administrative functions of department, overseeing or performing a variety of tasks to relieve department head and/or senior-level manager(s) of day-to-day operational details; develops, implements and ensures adherence to office policies and procedures; assumes administrative responsibilities of supervisor in his or her absence, ensuring adherence to established policies, procedures and standards. Utilizes computerized data entry equipment and various popular and/or specialized computer program in include NC Property Tax System, Computer Assisted Mass Appraisal System, and Transunion Skip Trace Service to enter, store, manipulate and/or retrieve information as requested or otherwise necessary; uses Munis, NeoGov, and other general software to monitor and input information for invoices and tracking; composes and/or types correspondence, reports, manuals, statements, schedules, logs, card records, and/or other materials from handwritten copy, dictation or machine dictation; prepares and distributes newsletters; maintains confidentiality of various material and information; summarizes information for various reports and other output, selecting data from varied sources; independently pull and design reports such as monthly Valuation Report and Percent Collect Report for the Tax Administrator review. Coordinates meetings for supervisor and/or other officials, as appropriate, ensuring availability of rooms, equipment, materials, refreshments, etc., as requested; advises supervisor of upcoming appointments, events and deadlines. Greets visitors or answers incoming telephone calls and provides information in response to inquiries or routes them to proper person or department; searches files and/or computer databases to answer inquiries as necessary.	*
20%	Assigns, directs and supervises activities of clerical staff, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems as non-routine situations arise; conducts orientation sessions for new department employees. Administers or makes recommendations for routine personnel matters affecting subordinates, including recruiting, interviewing, hiring, training, assigning, scheduling, granting leave, appraising and disciplining, etc., submitting such records and reports as required by County management. Oversees and assigns a variety of clerical and administrative work such as mail distribution, files and filing systems, routing communications, and supply inventories. Maintains department personnel files and processes payroll records; prepares vacancy advertisements and receives and screens employment applications for all positions/classifications assigned to the departments. Transmits documents and records to the North Carolina Department of Revenue for state level certifications and continuing education of all departmental staff.	*

10%	Oversees specified program activities, special projects and/or accounts assigned to department, which may include directing and participating in developing and implementation of polices and procedures, developing and executing work plans, assisting general public, receiving and accounting for revenues and expenditures, preparing and submitting required correspondence and reports, etc.	*
10%	Serves as secretary to oversight or policy board, manages and delegates the preparation of agendas for board meetings, gathering information for meeting agenda packets and distributing packets, and notifying board members, appropriate County staff, news media, etc.	

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks as directed by their manager or supervisor.

B. OTHER POSITION CHARACTERISTICS:

1. Accuracy Required in Work:

Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate action to correct any quality deficiencies that occur in areas of responsibility.

2. Consequence of Error:

Errors may lead to loss of revenue, overpayment or underpayment of invoices, and loss of confidence in the department.

3. Instructions Provided to Employee:

General; instructions are verbal, and clarification is provided when needed.

4. Guides, Regulations, Policies and References Used by Employee:

State statutes that pertain to planning, County policies and procedures, public meeting rules and procedures.

5. Supervision Received by Employee:

Limited; employee is expected to accomplish routine daily assignments independently; when needed, employee is expected to ask for clarification or assistance.

6. Supervision Provided and Number of Employees Supervised:

Employee supervises one position. Participates in recruitment and hiring; performs training, work assignments, time and leave approvals, performance evaluation, and progressive discipline.

7. Variety and Purpose of Personal Contacts:

Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints to establish and maintain good will.

8. Physical Effort:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

9. Work Environment and Conditions:

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

10. Machines, Tools, Instruments, Equipment and Materials Used:

Telephone, copier, printer, and personal computer with multiple types of software including Munis Financial, Munis workflow, and Microsoft Office programs.

11. **Visual Attention, Mental Concentration and Manipulative Skills:**
Requires the ability to perform coordinated movements involving placing and turning motions, such as sorting, filing, and retrieving. Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination.
12. **Safety for Others:**
Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.
13. **Dynamics of Work:**
Some change that could impact work would be statute changes and policy changes.

SECTION IV –SKILLS, EDUCATION AND EXPERIENCE

A. KNOWLEDGES, SKILLS & ABILITIES:

Through knowledge of programs, goals, objectives, policies and procedures of assigned office or department. Thorough knowledge of modern office practices, procedures, equipment and standard clerical technique. Considerable knowledge of the application of standard established bookkeeping principles and techniques to governmental accounting transactions. Considerable knowledge of the principles of organization, administration and supervision. Knowledge and skill in use of popular and specialized computer-driven word processing, spreadsheet, and database programs. Ability to organize workflow and coordinate activities. Ability to develop, implement, monitor, evaluate and modify administrative policies and procedures. Ability to research and analyze program documents and narrative materials, and to prepare moderately complex reports and presentations from information gathered. Ability to make sound administrative decisions independently in accordance with laws, regulations, and County policies and procedures, and to solve problems and answer questions. Ability to develop and modify work procedures, methods and processes to improve efficiency. Ability to assign, direct, supervise and appraise activities of a clerical staff or special program. Ability to effectively express ideas orally and in writing. Ability to exercise tact and courtesy in frequent contact with County officials and the general public. Ability to exercise discretion in use of confidential material. Ability to establish and maintain effective working relationships as necessitated by work assignments. Knowledge of laws and statutes that govern taxation in the state.

B. MINIMUM AND PREFERRED EDUCATION AND EXPERIENCE

1. Required Minimum Education and Experience:

Graduation from an accredited two-year college or technical school with a degree in accounting, business management or related field and three and three (3) years of experience in administrative or tax, including some supervisory or lead worker experience; or an equivalent combination of education and experience.

2. Management Preferences:

Extensive knowledge of Microsoft office software computer programs; extensive knowledge and abilities with budgeting; purchasing and invoicing; and contract processes.

SECTION V – REQUIRED LICENSE OR CERTIFICATION

Completion of the Fundamentals of Property Tax Listing and Assessing (Machinery Act) course within 6 months of hire.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

OFFICE ASSISTANT III

ROLE

These employees perform a variety of office assistant tasks as generalists in support of administrative, program or technical operations. Employees perform a variety of ongoing work functions that include a diversity of records, reports and filing activities, public contact, office equipment operation, composition, and other general office duties. Work requires a knowledge and use of applicable office equipment systems and related technology. Some employees may spend a large percentage of time in office machine operation to support the work production of the overall work unit. Several software packages may be used to enter, retrieve, verify, update, research, and/or authorize actions. The variety and complexity of these packages may increase as the level of responsibility increases.

Employees work in a variety of environments and may work individually or in combination with other office support or administrative employees. They report to higher-level office assistants or administrative employees, first line supervisors, professionals or program managers. At the higher levels, employees work at higher levels of independence from regular supervision even if working under the supervision of higher-level administrators. Work reflects an increase in complexity or scope of tasks, the knowledge and application of policies and procedures, degree of independence and accountability, and consequence of tasks performed. Employees may supervise others. Positions excluded from this role are those which are considered as Personal Assistants who participate in the accomplishments of the supervisors' jobs; positions that serve as mini-business managers for a small unit providing management support services typical to accounting, budget, personnel and payroll; and positions primarily concerned with the responsibility for planning and directly coordinating a variety of general support functions for a program. Working titles for Office Assistant positions may include Typist, Office Support Specialist or similar titles.

NATURE OF WORK

Employees at this level independently perform a variety of tasks that involve some scope or consequence in support of an office operation, program or work unit. The majority of time is spent performing tasks that may involve several steps in a process with specific procedural and operational guidelines readily available. Employees may spend a large percentage of time in operating office equipment. The completion of work often involves a public contact role to obtain, clarify, or provide general information regarding the activities of the work unit or program. Work requires a general knowledge of the office or work unit's policies and procedures in order to communicate information involving program functions and services. Some employees may serve as lead workers or supervise staff. Work is differentiated from Level II by the variety of functions and tasks performed, independence of action, and scope of public contact.

KNOWLEDGES, SKILLS AND ABILITIES

General knowledge of office or work unit procedures, methods and practices.

General knowledge of and ability to use correct spelling, punctuation and specialized vocabulary; ability to proofread.

General knowledge of office accounting and record keeping procedures, mathematics and their application in the work environment.

Ability to learn and apply a variety of guidelines applicable to the work process.

Ability to use a variety of office equipment.

Ability to work with people with courtesy and tact in performing public contact duties.

Ability to record and compile information based on general guidelines.

NC 00403

Ability to balance and reconcile figures.

Ability to screen communications based on predetermined guidelines.

Ability to gather and give information and instructions regarding the work process and procedures.

Ability to learn to use specialized office equipment.

May require ability to coordinate work of other support staff, student workers or volunteers.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least one year of office assistant/secretarial experience; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

OFFICE ASSISTANT IV

ROLE

These employees perform a variety of office assistant tasks as generalists in support of administrative, program or technical operations. Employees perform a variety of ongoing work functions that include a diversity of records, reports and filing activities, public contact, office equipment operation, composition, and other general office duties. Work requires a knowledge and use of applicable office equipment systems and related technology. Some employees may spend a large percentage of time in office machine operation to support the work production of the overall work unit. Several software packages may be used to enter, retrieve, verify, update, research, and/or authorize actions. The variety and complexity of these packages may increase as the level of responsibility increases.

Employees work in a variety of environments and may work individually or in combination with other office support or administrative employees. They report to higher-level office assistants or administrative employees, first line supervisors, professionals or program managers. At the higher levels, employees work at higher levels of independence from regular supervision even if working under the supervision of higher-level administrators. Work reflects an increase in complexity or scope of tasks, the knowledge and application of policies and procedures, degree of independence and accountability, and consequence of tasks performed. Employees may supervise others. Positions excluded from this role are those which are considered as Personal Assistants who participate in the accomplishments of the supervisors' jobs; positions that serve as mini-business managers for a small unit providing management support services typical to accounting, budget, personnel and payroll; and positions primarily concerned with the responsibility for planning and directly coordinating a variety of general support functions for a program. Working titles for Office Assistant positions may include Typist, Office Support Specialist or similar titles.

NATURE OF WORK

Employees at this level independently perform a variety of tasks in support of an office operation, program, or work unit applying varied guidelines and program knowledge which require some interpretation. The majority of time is spent performing office support tasks that involve several steps and require the selection of the most appropriate action within procedural and operational guidelines that are normally available. Work involves providing assistance to staff, service recipients, other organizational units and the public in resolving problems or inquiries. Work requires a significant knowledge of the office or work unit's policies and procedures in order to communicate or process information or documents involving program functions and services, to access office systems for information and to prepare documents and reports. Employees may provide input into the development of new guidelines or creative approaches to a new problem or inquiry. Employees may spend a large percentage of time in office equipment operation. Some of these employees may have supervisory duties or serve as lead workers. Work is differentiated from Level III by an increase in the degree of independence and the knowledge applied to resolve problems or inquiries and to perform other work functions.

KNOWLEDGES, SKILLS AND ABILITIES

Significant knowledge of office or work unit procedures, methods and practices.

Significant knowledge of and ability to use correct grammar, vocabulary, spelling and office terminology to compose and/or proofread correspondence, reports and other materials.

Ability to apply sentence and grammatical structure to independently compose and format materials within established guidelines.

NC 00404

Ability to record, compile, summarize, and perform basic analysis of narrative and numerical materials.

Ability to learn and independently apply laws, departmental rules and regulations.

Ability to learn office process and procedures and apply this knowledge in problem-solving and responding to questions and inquiries.

Ability to use judgment in coordinating and monitoring office procedures and workflow.

Ability to use courtesy and tact in performing public contact and communication duties that may be sensitive in nature.

Ability to schedule and coordinate a variety of appointments, meetings and/or conferences.

May require ability to supervise or coordinate the work of other staff, student workers or volunteers.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledge, skills and abilities gained through at least two years of office assistant/secretarial experience; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

OFFICE ASSISTANT V

ROLE

These employees perform a variety of office assistant tasks as generalists in support of administrative, program or technical operations. Employees perform a variety of ongoing work functions that include a diversity of records, reports and filing activities, public contact, office equipment operation, composition, and other general office duties. Work requires a knowledge and use of applicable office equipment systems and related technology. Some employees may spend a large percentage of time in office machine operation to support the work production of the overall work unit. Several software packages may be used to enter, retrieve, verify, update, research, and/or authorize actions. The variety and complexity of these packages may increase as the level of responsibility increases.

Employees work in a variety of environments and may work individually or in combination with other office support or administrative employees. They report to higher-level office assistants or administrative employees, first line supervisors, professionals or program managers. At the higher levels, employees work at higher levels of independence from regular supervision even if working under the supervision of higher-level administrators. Work reflects an increase in complexity or scope of tasks, the knowledge and application of policies and procedures, degree of independence and accountability, and consequence of tasks performed. Employees may supervise others. Positions excluded from this role are those which are considered as Personal Assistants who participate in the accomplishments of the supervisors' jobs; positions that serve as mini-business managers for a small unit providing management support services typical to accounting, budget, personnel and payroll; and positions primarily concerned with the responsibility for planning and directly coordinating a variety of general support functions for a program. Working titles for Office Assistant positions may include Typist, Office Support Specialist or similar titles.

NATURE OF WORK

Employees at this level independently perform a variety of office support and some administrative tasks in support of an operation, program, or work unit requiring a substantive knowledge of the work unit's policies, practices, and procedures to select and apply the most appropriate process or guideline to complete the work. The majority of time is spent performing a variety of office support tasks with a large number of steps that require the coordination or the completion of these tasks with several others within appropriate time frames. Public contact involves assessing, interpreting, and responding to situations which may require policy exceptions. Problem situations are often referred to these employees for resolution and/or guidance. Some of these employees may have supervisory responsibilities or serve as lead workers. Work is differentiated from Level IV by the substantive program knowledge requiring application of work unit guidelines and greater degree of independence in all functional areas.

KNOWLEDGES, SKILLS AND ABILITIES

Substantive knowledge of office or work unit procedures, methods and practices.

Substantive knowledge of office process and procedures and ability to apply them in the analysis of information and in decisionmaking.

Substantive knowledge of and ability to use correct grammar, vocabulary, spelling, and office terminology to compose and/or proofread correspondence, reports and materials.

Considerable ability to record, compile, summarize, and analyze data.

NC 00400

Ability to plan, prioritize, organize and review administrative and/or office work flow and procedures.

Ability to communicate effectively both orally and in writing.

Ability to plan and coordinate a volume and variety of appointments, meetings, conferences and workshops.

Ability to interpret and explain office rules and regulations..

Ability to exercise judgment and discretion in problem situations.

Ability to answer inquiries independently and coordinate a variety of resources in acquiring information.

Ability to train and manage a group of subordinate employees.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least three years of office assistant/secretarial experience; or completion of a two-year secretarial science or business administrative program with one year of experience as described above; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

PROCESSING ASSISTANT II

ROLE

Employees perform a variety of office and/or technical tasks to accomplish the specialized processing of information, documents or materials. Employees typically work in an environment with other Processing Assistants, but may work alone; while work goals are shared, individual assignments may vary. Employees report to higher-level processing, administrative, technical or professional employees.

Work functions are similar to other office support roles, but employees have a significant concentration in the areas of Records and Reports, Files and Public Contact. Major duties include document completion, verification, problem identification and resolution; statistical, financial, and/or other record keeping; public contact including receiving and providing information and problem-solving; files maintenance and management; composition, calculation, and determination of an action or compliance; and office equipment operation. Work may require the use of a variety of manual or automated office systems. These systems are used to establish, retrieve, verify, research, update and/or authorize processing actions.

Employees may work with one process or several related processes. The higher levels of this role reflect increased complexity, scope and consequence of tasks. Employees become "content" or process experts within the areas of assignment. Each level requires more technical knowledge and application of policies, procedures, laws and regulations. With the progression in level, employees reflect greater decisionmaking, consequence of determinations and authority to commit the agency to a course of action. Some employees may have supervisory responsibilities.

Classification titles for these positions may be identified as Accounting Clerk, Customer Services Representative, Data Control Clerk, Medical Records Assistant, Microfilm Clerk, Patient Account Representative, Patient Relations Representative, Payroll Clerk, Personnel Assistant, Public Information Assistant, Receptionist, Records Clerk, and Statistical Assistant. Employees performing at higher levels may be found in Accounting Technician, Administrative Assistant, Medical Records Manager, Personnel Technician, or other closely related class series.

NATURE OF WORK

This is entry level work which identifies employees who perform a high volume of tasks limited in variety and scope to support of a work process or a work unit. The majority of time is spent working through processes involving very specific procedural and operational guidelines. Work requires limited knowledge of office practices and procedures to assemble or screen specific documents and to perform a limited variety of equipment operation duties. Work involves public contact of limited scope in answering and routing calls. Based on the standardized nature of work performed, employees may function independently or with close review. Tasks typical of Level II assignments are similar to the Office, Program and Processing Assistant roles.

KNOWLEDGES, SKILLS AND ABILITIES

Working knowledge of spelling, punctuation and vocabulary.

Limited knowledge of office practices and procedures.

Ability to arrange and place records, reports, files and other documents into a defined sequence.

Ability to screen and refer communications using defined procedures.

Ability to use a variety of standard office equipment.

Ability to follow oral and written instructions and procedures.

NC 00439

Ability to communicate effectively in person and by telephone.
Ability to learn the use of special office equipment.
Ability to perform simple arithmetic calculations.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school; or an equivalent combination of training and experience.

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PROCESSING ASSISTANT III

ROLE

Employees perform a variety of office and/or technical tasks to accomplish the specialized processing of information, documents or materials. Employees typically work in an environment with other Processing Assistants, but may work alone; while work goals are shared, individual assignments may vary. Employees report to higher-level processing, administrative, technical or professional employees.

Work functions are similar to other office support roles, but employees have a significant concentration in the areas of Records and Reports, Files and Public Contact. Major duties include document completion, verification, problem identification and resolution; statistical, financial, and/or other record keeping; public contact including receiving and providing information and problem-solving; files maintenance and management; composition, calculation, and determination of an action or compliance; and office equipment operation. Work may require the use of a variety of manual or automated office systems. These systems are used to establish, retrieve, verify, research, update and/or authorize processing actions.

Employees may work with one process or several related processes. The higher levels of this role reflect increased complexity, scope and consequence of tasks. Employees become "content" or process experts within the areas of assignment. Each level requires more technical knowledge and application of policies, procedures, laws and regulations. With the progression in level, employees reflect greater decisionmaking, consequence of determinations and authority to commit the agency to a course of action. Some employees may have supervisory responsibilities.

Classification titles for these positions may be identified as Accounting Clerk, Customer Services Representative, Data Control Clerk, Medical Records Assistant, Microfilm Clerk, Patient Account Representative, Patient Relations Representative, Payroll Clerk, Personnel Assistant, Public Information Assistant, Receptionist, Records Clerk, and Statistical Assistant. Employees performing at higher levels may be found in Accounting Technician, Administrative Assistant, Medical Records Manager, Personnel Technician, or other closely related class series.

NATURE OF WORK

Employees at this level independently perform a moderate variety of tasks within specific work guidelines. The majority of time is spent performing tasks in support of a work process or processes or a program involving the selection from among alternative actions within specific procedural and operational guidelines. Work requires general knowledge of office practices and procedures to review, verify, complete, record, and/or balance records, reports and figures. Duties within the public contact function involve interaction with clients, patients, other employees and the public to gather, relay and explain information to establish and update records or to determine eligibility for services. Employees usually function independently within defined guidelines. Matters requiring additional interpretation are referred to the immediate supervisor. Employees may supervise or coordinate the work of staff. Work is differentiated from Level II by the increased variety and scope of tasks and the independence of action.

NC 00440

KNOWLEDGES, SKILLS AND ABILITIES

General knowledge of office or work unit procedures, methods and practices.

General knowledge of and ability to use correct spelling, punctuation and specialized vocabulary; ability to proofread.

General knowledge of office accounting and record keeping procedures, mathematics and their application in the work environment.

Ability to learn and apply a variety of guidelines.

Ability to use a variety of office equipment.

Ability to work with people with courtesy and tact.

Ability to screen communications based on predetermined guidelines to independently respond or route inquiries.

Ability to record and compile information based on general guidelines.

Ability to gather and give information and instructions regarding the work process or procedures.

Ability to balance and reconcile figures.

May require ability to coordinate work of other support staff, student workers or volunteers.

Ability to learn to use specialized office equipment.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least one year of office assistant/secretarial experience; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

PROCESSING ASSISTANT IV

ROLE

Employees perform a variety of office and/or technical tasks to accomplish the specialized processing of information, documents or materials. Employees typically work in an environment with other Processing Assistants, but may work alone; while work goals are shared, individual assignments may vary. Employees report to higher-level processing, administrative, technical or professional employees.

Work functions are similar to other office support roles, but employees have a significant concentration in the areas of Records and Reports, Files and Public Contact. Major duties include document completion, verification, problem identification and resolution; statistical, financial, and/or other record keeping; public contact including receiving and providing information and problem-solving; files maintenance and management; composition, calculation, and determination of an action or compliance; and office equipment operation. Work may require the use of a variety of manual or automated office systems. These systems are used to establish, retrieve, verify, research, update and/or authorize processing actions.

Employees may work with one process or several related processes. The higher levels of this role reflect increased complexity, scope and consequence of tasks. Employees become "content" or process experts within the areas of assignment. Each level requires more technical knowledge and application of policies, procedures, laws and regulations. With the progression in level, employees reflect greater decisionmaking, consequence of determinations and authority to commit the agency to a course of action. Some employees may have supervisory responsibilities.

Classification titles for these positions may be identified as Accounting Clerk, Customer Services Representative, Data Control Clerk, Medical Records Assistant, Microfilm Clerk, Patient Account Representative, Patient Relations Representative, Payroll Clerk, Personnel Assistant, Public Information Assistant, Receptionist, Records Clerk, and Statistical Assistant. Employees performing at higher levels may be found in Accounting Technician, Administrative Assistant, Medical Records Manager, Personnel Technician, or other closely related class series.

NATURE OF WORK

Employees at this level independently perform a variety of tasks including some technical tasks in support of a work process or processes or a program requiring the selection of the most appropriate action from several alternatives. Each alternative has some guidelines requiring interpretation and knowledge of organizational functions. Work requires a significant knowledge of office procedures and practices, as well as office programs, organizational structure and services to initiate, monitor, review and maintain a variety of documents to determine or obtain compliance and acceptability of actions. Public contact requires explanation and interpretation using established policies and procedures to respond to inquiries and gather needed information. Employees function independently within established operating procedures and may provide input on matters requiring departure from established interpretation of office policies, procedures and operations. Employees may supervise or coordinate the work of staff. Work is differentiated from Level III by an increase in the degree of independence and program and/or process knowledges applied.

NC 00441

KNOWLEDGES, SKILLS AND ABILITIES

Significant knowledge of office or work unit procedures, methods and practices.

Significant knowledge of and ability to use correct grammar, vocabulary, spelling and office terminology to compose and/or proofread correspondence, reports and other materials.

Significant knowledge of accounting procedures, mathematics and their application in the work environment.

Ability to learn and independently apply laws and departmental rules and regulations covering programs and services.

Ability to review and process information to determine conclusions, actions or compliance with applicable laws, rules or regulations.

Ability to apply a variety of work-related formulas or mathematical calculations.

Ability to record, compile, summarize and perform basic analysis of data.

Ability to independently work with people with courtesy and tact in performing public contact duties that may be sensitive in nature.

May require ability to supervise and coordinate the work of other staff, student workers or volunteers.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least two years of office assistant/secretarial experience; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

PROCESSING ASSISTANT V

ROLE

Employees perform a variety of office and/or technical tasks to accomplish the specialized processing of information, documents or materials. Employees typically work in an environment with other Processing Assistants, but may work alone; while work goals are shared, individual assignments may vary. Employees report to higher-level processing, administrative, technical or professional employees.

Work functions are similar to other office support roles, but employees have a significant concentration in the areas of Records and Reports, Files and Public Contact. Major duties include document completion, verification, problem identification and resolution; statistical, financial, and/or other record keeping; public contact including receiving and providing information and problem-solving; files maintenance and management; composition, calculation, and determination of an action or compliance; and office equipment operation. Work may require the use of a variety of manual or automated office systems. These systems are used to establish, retrieve, verify, research, update and/or authorize processing actions.

Employees may work with one process or several related processes. The higher levels of this role reflect increased complexity, scope and consequence of tasks. Employees become "content" or process experts within the areas of assignment. Each level requires more technical knowledge and application of policies, procedures, laws and regulations. With the progression in level, employees reflect greater decisionmaking, consequence of determinations and authority to commit the agency to a course of action. Some employees may have supervisory responsibilities.

Classification titles for these positions may be identified as Accounting Clerk, Customer Services Representative, Data Control Clerk, Medical Records Assistant, Microfilm Clerk, Patient Account Representative, Patient Relations Representative, Payroll Clerk, Personnel Assistant, Public Information Assistant, Receptionist, Records Clerk, and Statistical Assistant. Employees performing at higher levels may be found in Accounting Technician, Administrative Assistant, Medical Records Manager, Personnel Technician, or other closely related class series.

NATURE OF WORK

Employees at this level independently perform technical and office tasks in support of a work process or processes requiring considerable knowledge of the work unit, organization and relevant laws or regulations. Employees may make some decisions which require some departure from established policies and procedures and determine of a course of action which commits the agency; guidelines do not cover all situations encountered and exceptions may be necessary. The degree of exception authority is predetermined and situations which exceed authority are referred to supervisors. Work requires a substantive knowledge of office procedures and practices, as well as office programs, organizational structure, functions and services to determine the appropriate actions. Public contact involves assessing and interpreting policies and procedures to respond to situations which require policy exceptions. Employees are required to function independently, but situations outside predetermined authority are referred to supervisors. Employees may supervise or coordinate the work of staff. Work is differentiated from the Level IV by the substantive program knowledge, application of work unit guidelines and a greater degree of independence.

NC 00442

KNOWLEDGES, SKILLS AND ABILITIES

Substantive knowledge of office or work unit procedures, methods and practices.

Substantive knowledge of and ability to use correct grammar, vocabulary, spelling, proofreading and office terminology to compose and/or proofread correspondence, reports and materials.

Substantive knowledge of accounting procedures, applicable mathematics and their application in the work environment.

Skill in communicating effectively both orally and in writing.

Considerable ability to record, compile, summarize and analyze data.

Considerable ability to review and process information to determine conclusions, actions or compliance with applicable laws, rules or regulations.

Considerable ability to analyze work situations and interpret program content in making decisions and explaining policies, regulations and programs.

Considerable ability to exercise judgment, discretion and negotiation skills in problem situations.

Ability to learn, interpret and explain policies, regulations and programs.

Ability to independently respond to inquiries and coordinate a variety of resources in acquiring and disseminating information.

May require ability to train and manage a group of employees.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least three years of office assistant/secretarial experience; or completion of a two-year secretarial science or business administration program with one year of responsible experience as described above; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.



Cumberland County Senior Administrative Specialist

CLASS CODE	1618	SALARY	\$40,886.59 - \$65,418.55 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	October 31, 2023
REVISION DATE	December 01, 2023		

Position Overview

Work in this classification is journey level administrative and/or technical program support in a department or unit. The work can generally be described as either coordinating administrative support or performing complex administrative support in an assigned unit. Work may include serving as a staff assistant gathering, analyzing, reporting information for various programs and projects and/or supervising a staff of associates, technicians, or specialists. Work generally requires that employees independently perform assigned administrative and technical functions within their program and/or supervise the completion of work processes performed by other employees. The employees may be assigned projects that are paraprofessional in nature that require training or considerable program experience to function at a competent level. Problems are brought to the attention of a higher-level supervisor and employees research issues and participate in problem resolution. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

Examples of Duties

Employees in this class possess a variety of roles with parity in complexity of assignments, judgment required, problem-solving, and organizational dynamics. Work may include monitoring daily activities of subordinate staff, providing training, and ensuring compliance with established practices and policies. Employees may be responsible for managing and overseeing the department mail distribution, processing items such as books and packages, collect and document payments, balance cash receipts, review of timesheets, and purchasing activities for an assigned department. Employees handle complex inquiries independently for the organization; interpret complex rules, regulations, and information on the program and organization's operating standards; and explain legal aspects of the office functions and its impact on citizens and the community. Work may also include serving in a role as assistant to the program director or manager in accomplishing the goals of the area assigned; handle confidential or sensitive technical information in an appropriate manner. Work differs from the Administrative Specialist with higher complexity and independence; participation in development of unit goals and policies; and financial duties.

Minimum Qualifications

High school diploma or GED and two (2) year of experience in the assigned program area; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Thorough knowledge of department's functions and purpose with ability to communicate that mission to the staff and general public; thorough knowledge of the policies and procedures of the assigned work area; thorough knowledge and ability to use official business practices; considerable knowledge of County function to which assigned and the interface between the assigned work and the departmental mission; ability to independently operate in the assigned program area; ability to assume accountability of program operations; ability to communicate effectively and to conduct the department's business in person and by telephone; ability to gather and give complex information and instructions based on program knowledge and independent research; ability to communicate technical knowledge of program operations and organizational programs; ability to be tactful and courteous while being persuasive and confident on County business; proficiency with a variety of technology that operate the business systems for the County; ability to use a wide variety of other computer technology to generate work for the office assigned; ability to compile information based on general instructions; ability to coordinate and supervise the work of others; ability to establish and maintain effective working relationships with supervisor, employees, and the general public.

Conditions of Employment

Some positions within this classification may require driving as an essential function of this position. If so, the candidate must have or obtain a valid North Carolina Driver's License within sixty (60) days of employment and maintain the license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.

COMMUNITY HEALTH ASSISTANT

This class identifies basic paraprofessional work in home health, clinics, or community outreach programs in local health departments. Assignments are primarily in the areas of personal care and educational outreach under professional supervision, yet some incidental transportation services may be performed. Work may involve assisting in setting up clinics, aiding physicians with examinations, ordering supplies, and other similar paraprofessional assignments.

I. DIFFICULTY OF WORK:

Complexity - Work is limited in complexity, but does include a variety of basic home health care and simple mechanical nursing assignments such as: checking vital signs, demonstrating personal hygiene, checking to see that prescribed medications are being taken according to instructions from the physician, and observation of the client for any change in condition to report to the nurse. Outreach work involves canvassing low-income neighborhoods to provide families with basic information on available health services or clinic hours, and to encourage proper health care. Assignments in clinics include: assisting with setting up of equipment, managing client flow, explaining clinic procedures to patients, positioning clients, checking vital signs, doing limited lab tests, and assuring that the client understands the professionals' diagnosis and medication instructions by reinforcing them.

Guidelines - Duties are performed within limits of local policies. Written daily referrals are given employees. Instructions are clear and normally given by nurse. Employee would check with professional before varying the service prescribed.

II. RESPONSIBILITY:

Consequence of Action - Clients are often unaware of available medical care or are unmotivated, and may reside in unsanitary conditions. Services provided assist client or family in improving home health needs and/or home environment. Clinic assignments assist professionals in providing quality health care.

Accountability - Home health care and outreach work reflect on the quality of the organization since this is an extension of total program. In outreach, an employee may be the prime means of creating understanding and utilization of agency services by tact exercised and information provided. Other community resources may also be explained and referrals made. While in the home, the employee may be the ongoing contact or instructor on personal care with members.

Reviews - Daily reports are completed for nurses' review outlining specific health care and/or services provided, neighborhoods visited and problems encountered. Clinic work is more closely reviewed than home health care due to the ongoing presence of other professional staff. A supervisor or nurse usually accompanies employee on the initial home visit while subsequent visits are conducted by employee with occasional on-site supervision by the nurse and/or other professionals.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Work is with clients who often have decreased comprehension which requires constant repetition on understanding the professional medical instructions and carrying out personal hygiene. Clients are often unmotivated or may be unaware of available community resources or need assistance in understanding basic health care procedures.

Purpose - Work varies from sharing information, explaining medical instructions, demonstrating health care procedures and clarifying clients' problem to physician, to reporting observations of conditions to the professionals. Constant encouragement is offered to motivate clients.

IV. WORK ENVIRONMENT:

Nature of Working Conditions - Outreach and home care assignments entail contact in homes of families and bedridden clients where unsanitary conditions may exist. Office work is performed in clinic setting.

Personal Hazards - Sanitary procedures must be strictly observed in homes and clinics for both clients' and employees' safety. Clients may be verbally abusive at times due to illness and senility, and on occasion may attempt physical harm.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - Working knowledge of applicable supportive mechanical acts and/or sanitation and personal hygiene; basic knowledge of the social, economic, and environmental conditions of clients to be served; ability to establish rapport and relate to population served and a variety of services disciplines (nurses, doctors, social workers); ability to follow written and verbal instructions; ability to record basic data; ability to perform required physical tasks; ability to learn basic lab techniques such as urinalysis, hemoglobin, hematocrit.

Minimum Training and Training - Demonstrated possession of knowledges, skills, and abilities as stated above through at least one year of experience in performing similar tasks in a hospital, clinic, nursing home, medical corps, or other medical treatment program.

Special Condition for Continued Employment - If applicable, registration as a Nurse Aide by the North Carolina Board of Nursing within four months of employment.

MEDICAL OFFICE ASSISTANT

DESCRIPTION OF WORK

Work in this class involves assisting with clerical and sub-professional health services in local health departments. Employees perform a variety of clerical and nursing tasks in recording and maintaining patient data and reports and providing information to individuals and families who are recipients of local health services. Duties include assisting physicians, dentists and nurses with standard nursing or dental assignments and laboratory functions. Work is performed under the guidance and supervision of professional health personnel and evaluated constantly for satisfactory completion.

EXAMPLES OF DUTIES PERFORMED

Records, files and maintains patients medical/dental records involving laboratory tests results, appointments, tickler cards and physicians, dentists and nurses diagnosis.

Takes application for new patients, which includes obtaining some personal and medical history from patient; determining the eligibility of patient as outlined by departmental policies and giving the patient the exact date and time of appointments.

Provides chair side assistance to dentists and ensure instruments are ready for use.

Makes out call slips for public health nurses to make home visits on those family planning patients needing visits according to departmental procedures.

Provides information, as directed to them by professional personnel to health services recipients; contacts patients by phone or letter regarding tests results, interviews and overdue appointments.

Escorts patients to their destination within the health department; sets up classroom and interviewing stations and has all needed supplies ready for use during the clinic.

Assists physicians and nurses with standard nursing assignments and laboratory functions such as setting up equipment, performs EKG's, simple hemoglobin and urinal tests, assists physician with pelvic examinations and performs other standard laboratory tests.

Interprets doctors orders and diagnosis to patients.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

Some knowledge of the principles and practices of patient care and techniques of practical nursing.

Some knowledge of common health and safety precautions in working in local health departments.

Some knowledge of dental clinic operations and protocols.

Ability to work with staff and patients, under supervision, as set up by departmental policies.

Ability to maintain clerical records and to compile reports from these records.

Ability to use sound judgment and empathy in dealing with patients.

Ability to follow oral and written instructions.

Minimum Training and Experience

High school or General Educational Development diploma, completion of a one-year formal training course in medical office assisting at a community college or technical institute; or High school or General Educational Development diploma and a combination of one year of clerical and health/dental related experience; or an equivalent combination of education and experience.

Special Condition for Continued Employment: If applicable, as required, listing as a Nurse Aide I by the North Carolina Division of Health Service Regulation. As applicable, listing as a Nurse Aide II by the North Carolina Board of Nursing within four months of employment.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

MEDICAL LABORATORY ASSISTANT III

This is routine laboratory processing and technical work in performing a few routine, simple, and standardized tests and/or assisting medical laboratory staff in performing more complicated laboratory tests which are used in the diagnosis and treatment of patients and animals.

Employees perform a few routine and standardized tests that may cross several medical technological areas where the test results are specific, predictable, and require minimal interpretation. In addition, they may also perform preliminary techniques necessary to prepare clinical specimens for qualitative and quantitative analysis. Duties are performed in accordance with prescribed procedures and any deviations are usually accompanied with specific instructions. Work may include other related duties as determined by management. This work is found throughout labs in State Government and is supervised by higher level medical laboratory personnel.

I. DIFFICULTY OF WORK:

Complexity - Employees are responsible for receiving specimens from a variety of sources, verifying identification information, and assigning an accession number. Employees are responsible for proper specimen processing, specimen storage, and accurately completing laboratory work orders. Depending upon the assigned area and the laboratory dynamics, employees may perform any combination of the following simple procedures a minimum of 25% of the time: Glucose determinations; urinalysis dip stick(s) and specific quantity; specimen inoculation on primary plating media, gram stains for preliminary analysis, and identification of specific gram negative and positive rods; monospot, cold agglutination, pregnancy test, and RPR for syphilis; manual hematocrit, sedimentation rates, reticulocyte counts, and clotting times. Employees must be knowledgeable of applicable techniques of procedures performed and refer test results and questionable situations to other medical laboratory staff. Work may also include the disposal of outdated specimens; stocking and preparing needed media and reagents; and coordinating priority specimen processing for emergency situations.

Guidelines - Work is performed according to daily schedules and specific dress pattern guidelines. Any test results or unusual situations which exceed specific guideline parameters are referred to a technical resource or supervisor.

II. RESPONSIBILITY:

Accountability - The results of these tests and any preliminary specimen processing for more complex testing must be completed accurately. The materials prepared and tests performed are usually referred to higher-level medical laboratory personnel for review and further testing. Employees decide upon the acceptability of specimens and decide if initial specimen processing routine tests which are performed fall within established guidelines. Employees perform laboratory tests for the general public that will impact on the public's health.

Consequence of Action - Inaccurate test results could result in an inappropriate, or lack of, treatment for the patients. Some inaccurate test results, such as in hematocrits, could deny clients certification for local health programs.

Review - Test results and specimen processing are reviewed by other laboratory personnel. Any unusual test results and problem situations are immediately referred to other medical laboratory staff.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Employees discuss the routine procedure and processing techniques with other laboratory staff. Employees may have contact with clinicians in reporting results, and providing basic information on specimen processing.

Purpose - Discussions with medical laboratory staff or clinician are usually to receive instructions and information concerning test techniques or processing information.

IV. WORK ENVIRONMENT:

Nature of Working Conditions - Work is performed in a medical laboratory where conditions are generally agreeable.

Nature and Potential of Personal Hazards - Employees may be exposed to infectious organisms, dangerous chemicals, fumes, electrical equipment, and odors.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Some knowledge of applicable laboratory instrumentation and equipment; some knowledge of test procedures performed in the laboratory; knowledge of specimen processing; skill in the use of laboratory equipment and in the performance of procedures; ability to make accurate observations; ability to understand and follow oral and written instructions.

Minimum Education and Experience - High school or General Educational Development diploma and one year of laboratory experience; or an equivalent combination of education and experience.

MEDICAL LABORATORY TECHNOLOGIST I

This is professional work in the performance of a variety of bench procedures in a medical technology science, or the performance of a variety of procedures in several work areas that aid in the diagnosis of disease and treatment of patients and animals. These positions are located throughout state agencies and universities. Work is differentiated from the Medical Laboratory Technician II level by the variety and/or complexity of procedures: application of medical laboratory theoretical knowledge; the independence and judgment exercised in performing and interpreting tests, and determining the significance of test results; and making recommendations for further laboratory studies. Employees are expected to independently apply general knowledges, skills, and abilities of the work area and the basic pathophysiological processes being monitored on an on-going basis to provide clinical interface. Work may include other related duties as determined by management. Work is supervised by a facility administrator and/or higher level medical laboratory personnel.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees perform a variety of routine and less standardized test procedures and may be required to operate very sophisticated instrumentation. Depending upon the work setting, employees may be required to perform test procedures in a variety of technological areas or concentrate in one area with more complex, in-depth procedures. Work assignments also include training medical technology students, new staff, physicians, and other health professionals in the performance of laboratory procedures. Employees serve as a technical resource to other staff and clinicians; participate in evaluating new methods, kits, procedures, and equipment; and participate in establishing and monitoring procedure and equipment, quality control, and proficiency testing. Work may also include laboratory supervisory duties such as those found in local public health laboratories.

Intricacy - Employees receive specimens from a variety of resources. Depending upon the area of assignment, procedural intricacy may vary from the instrumentation in clinical chemistry to the interpretation of microbiology. Employees examine specimen processing for acceptability, perform the procedure based upon accepted protocol, resolve or attempt to resolve procedure and/or instrumentation problems, and relay this information to requesting clinicians. Employees are, on request, required to explain test results as it relates to the basic pathophysiological process. In providing instruction to others, employees are required to provide information on theoretical aspects and procedure mechanics.

Subject Matter Complexity - Work requires a complete understanding of the theoretical application of procedures performed and instrumentation utilized in the work area. This theoretical understanding enhances the clinical interface in explaining test results as it relates to basic pathophysiological processes.

Guidelines - Test procedures and instrumentation guides are available in the laboratory procedure manual. Employees are expected to utilize appropriate textbooks, manuals, and resource personnel to resolve routine problems.

II. RESPONSIBILITY:

Nature of Instructions - Work assignments are typically made on a daily basis. Work objectives, assignments and deadlines are understood following an orientation to the work area. In larger laboratories, employees rotate through a variety of workbench areas. When new procedures are incorporated into the laboratory, employees may receive on-the-job training on procedure mechanics from higher-level laboratory personnel. Administrative direction is usually provided by a laboratory supervisor or facility administrator.

Nature of Review - Technical review is provided by higher-level laboratory personnel through the review of abnormal or unusual test results, or when needed to troubleshoot procedure, quality control, or test results. In smaller laboratories, all test results may be reviewed by a higher level supervisor. Employees receive administrative supervision from a laboratory supervisor or facility administrator.

Scope of Decisions - Employees perform laboratory tests on hospital patients, local health department clients, students, or animals. The technologists' performance and accurate interpretation of results directly affect these individuals.

Consequence of Decisions - Inaccurate test results could result in an inappropriate, or lack of, treatment for the patient. The test results can either confirm the clinician's diagnosis or provide information to alter the treatment prescribed by the clinician. The impact is increased at this level due to the clinical interface and discussions surrounding basic pathophysiological processes.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Employees discuss laboratory protocol and procedures with other laboratory staff, nurses, students, and clinicians. Employees also have contact with physicians and nurses to resolve any clinically related issues.

Nature and Purpose - Interactions with laboratory personnel are to receive, convey, and resolve work assignments and problems. Interactions with clinicians are to discuss test results and their significance, and may be to recommend further laboratory studies

IV. OTHER WORK DEMANDS:

Work Conditions - Work is performed in a medical laboratory where conditions are generally agreeable.

Hazards - Employees may be exposed to infectious organisms, dangerous chemicals, high voltage electrical equipment, fumes, and odors.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - General theoretical knowledge of the variety of laboratory procedures applicable to the area(s) of work. General knowledge of laboratory equipment, instrumentation, and terminology. General knowledge of the basic pathophysiological processes being monitored and how the medical laboratory science is applied. Skill in the use of laboratory equipment and in the performance of procedures. Ability to make accurate observations and written reports of test results. Ability to understand and follow oral and written instructions. Ability to instruct medical technology students and other health professionals in laboratory procedures and instrumentation.

Minimum Education and Experience - Bachelor's degree in medical technology, chemistry, or a biological science from an appropriately accredited institution; or Associate's degree in medical technology from an appropriately accredited institution and one year of medical laboratory experience; or completion of a certified Laboratory Assistant course in medical technology or a comparable course and two years of medical laboratory experience; or high school or General Educational Development diploma and four years of applicable medical laboratory experience; or an equivalent combination of education and experience.

MEDICAL LABORATORY TECHNOLOGIST II

This is professional work in the performance of a variety of bench procedures in a medical technological area (s), with a significant amount of time being spent in the performance of the more complex procedures within the assigned work area or as a lead worker within the assigned work area. Tests are performed to aid in the diagnosis of disease and treatment of patients and animals. These positions are located throughout State agencies and universities. Employees at this level spend the remainder of the time performing at the Medical Laboratory Technologist I level. Work requires more in-depth knowledge of the work area or special procedures, and a broader scope of interpretation of test results and clinical interface. Employees at this level are also expected to provide technical support to lower level technicians, technologists, and students. A lead worker has the characteristics of the above, but spends more time in troubleshooting, training, and supervising work operations and results. Work may include related work as determined by management. Work is supervised by higher level medical laboratory personnel or a facility administrator.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees perform a variety of routine and non-routine, more complex test procedures which requires the operation of sophisticated instrumentation. Employees may also serve as a lead worker, supervising subordinates in performing laboratory procedures; troubleshooting any problems associated with these test procedures or instrumentation; training new employees, staff, or clinicians; and ensuring quality control.

Intricacy - Employees receive specimens from a variety of resources. Depending upon the area of assignment, procedural intricacy may vary. Employees examine specimens for acceptability and perform the procedure based upon accepted protocol. Employees supervise the performance of lower level staff and resolve any technical problems. Problems encountered on more complex procedures require the employees to research procedure protocol and troubleshoot instrumentation malfunction. Employees utilize a broad base of knowledge in the interpretation and provide clinical interface on the basic pathophysiological processes as it relates to the test results. Instructing staff and clinicians also requires this broad knowledge base in explaining the procedure's theoretical application.

Subject Matter Complexity - Work requires a complete understanding of the theoretical application of procedures and instruments utilized in the work area. Employees utilize this broad base of pathophysiological and theoretical knowledge in discussing test results with clinicians.

Guidelines - Test procedures and instrumentation guides are available in the laboratory procedure manual. Employees are expected to troubleshoot procedures and equipment by utilizing appropriate textbooks; manuals, and resource personnel. In the performance of complex procedures, employees utilize professional journals to resolve any test result discrepancies.

II. RESPONSIBILITY:

Nature of Instructions - Work assignments are typically made on a daily basis. Work objectives, assignments and deadlines are understood following an orientation to the work area. In larger laboratories, employees rotate through a variety of workbench areas. When new procedures are incorporated into the laboratory, employees may receive on-the-job training on procedure mechanics from higher-level laboratory personnel. Administrative direction is usually provided by a laboratory supervisor or facility administrator. Employees may receive advice on handling problems associated with the performance of subordinate staff.

Nature of Review - Technical review is provided by higher-level laboratory personnel through the review of abnormal or unusual test results, or when needed to troubleshoot procedure, quality control, or test results. Employees receive minimal review in the performance of tests characterized in the Medical Laboratory Technologist I. The more complex procedures are normally performed independently with input from the supervisor on unusual results or problem situations.

Scope of Decisions - Employees perform laboratory tests on hospital patients, local health department clients, students, or animals. The technologists' performance and accurate interpretation of results directly affect these individuals.

Consequence of Decisions - Inaccurate test results could result in an inappropriate, or lack of, treatment for the patient. The test results can either confirm the clinician's diagnosis or provide information to alter the treatment prescribed by the clinician. The impact is increased at this level due to the instruction and supervision provided for subordinates, the clinical interface, and discussions surrounding basic pathophysiological processes.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Employees discuss and instruct laboratory protocol and procedures with other laboratory staff, nurses, students, and clinicians. Employees also have contact with physicians and nurses to resolve any clinically related problems.

Nature and Purpose - Interactions with laboratory personnel are to receive, convey, and resolve work assignments and problems. Employees discuss test results and their clinical significance and the procedures performed by subordinates with clinicians in addition to recommending further laboratory studies.

IV. OTHER WORK DEMANDS:

Work Conditions - Work is performed in a medical laboratory where conditions are generally agreeable.

Hazards - Employees may be exposed to infectious organisms, dangerous chemicals, high voltage electrical equipment, fumes, and odors.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable theoretical knowledge of the variety of laboratory procedures applicable to the area(s) of work. Considerable theoretical knowledge of laboratory equipment, instrumentation, and terminology. General knowledge of the basic pathophysiological processes being monitored and how the medical laboratory science is applied. Skill in the use of laboratory equipment and in the performance of procedures. Ability to make accurate observations and written reports of test results. Ability to understand and follow oral and written instructions. Ability to instruct medical technology students and other health professionals in laboratory procedures and instrumentation. Ability to supervise the work of others; ability to research procedures and methods and implement necessary changes.

Minimum Education and Experience - Bachelor's degree in medical technology, chemistry, or a biological science from an appropriately accredited institution and one year of medical laboratory experience; or Associate's degree in medical technology from an appropriately accredited institution and two years of medical laboratory experience; or completion of a certified Laboratory Assistant course in medical technology or a comparable course and three years of medical laboratory experience; or high school or General Educational Development diploma and five years of applicable medical laboratory experience; or an equivalent combination of education and experience.



Cumberland County Pharmacy Technician

CLASS CODE	4829	SALARY	\$40,886.59 - \$65,418.55 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	August 10, 2016
REVISION DATE	January 19, 2024		

Position Overview

Work in this classification performs journey level duties assisting the pharmacist with the day-to-day activities in the Employee Pharmacy. The Pharmacy Technician will receive and fill prescription request from physicians, nurses or the patient for employees. The Pharmacy works under technical and administrative supervision of the pharmacist.

Examples of Duties

Employees in the classification will screen and answer telephone calls, respond to questions or requests, receive written prescriptions or refill requests and verify that information is complete and accurate and enter into computer system. Initiate on-line insurance claim processing and prior authorizations. Assist the pharmacist with filling and labeling prescriptions. Price and file prescriptions that have been filled. Clean, and help maintain equipment and work areas. Establish and maintain patient profiles. Order, label, and count stock of medications and supplies, and enter inventory data into computer. Receive and store incoming supplies, verify quantities against invoices, and inform pharmacist of stock needs and shortages. Monitor the non-narcotic inventory for outdates and overstock. Send unsaleable inventory to authorized company for destruction in a timely way. Return overstock to wholesaler in a timely way. Operate cash registers to accept payment from customers. Maintain an awareness of developments in the community and pharmaceutical fields that relate to job responsibilities and integrate them into practice. Communicate with prescribers and their agents to obtain refill authorization.

Minimum Qualifications

Graduation from high school or GED, completion of a recognized Pharmacy Technician training program, and one (1) year of experience in a community pharmacy setting; or an equivalent combination of education and experience.

Management Preference

Two to three years of recent experience working as a pharmacy technician and completion of an American Society of Health-System Pharmacists (ASHP) accredited pharmacy technician certificate program preferred.

Knowledge, Skills and Abilities

Knowledge of pharmaceuticals, including brand and generic medication names, strengths and dosage forms.

General knowledge of procedures used to compound and reconstitute drugs. General understanding of drug stabilities, including reconstitute medications, injectables and compounded medications. Ability to prepare prescriptions for verification with limited supervision. Ability to follow oral and written instructions and to communicate effectively in oral and written forms. General knowledge of proper storage of medications.

Knowledge of federal requirements for hazardous drug and waste handling, procedures for non-sterile

compounding and controlled substances handling. Familiarity with lot numbers, expiration dates, beyond use dates and national drug code (NDC) numbers. General knowledge of medical and pharmacy terminology, Ability to perform common pharmacy calculations Knowledge of HIPAA and privacy laws.

Conditions of Employment

Current registration as a pharmacy technician with the North Carolina Board of Pharmacy and current certification with the:

1. Pharmacy Technician Certification Board (PTCB), OR
2. National Healthcare Association (NHA)

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in a pharmacy and patient areas where conditions are generally agreeable. May be exposed to chemicals on a very limited basis which could be considered potentially dangerous. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.

PHARMACY TECHNICIAN

This is skilled pharmacy support work in processing, preparing, and filling physician's medication orders within a state institution, university, hospital, or local, human services agency pharmacy department. Work is performed in the areas of central distribution, intravenous admixture, compounding, or in an infirmary or clinic. Employees are responsible for screening and preparing physician's medication orders, recording data on patient profiles, and issuing drugs, chemicals and other pharmaceuticals products. Work is performed under the direct technical supervision of a licensed pharmacist and administrative supervision of a pharmacy technician supervisor or professional pharmacist. In some settings, employees may screen clients for eligibility collect fees, and prepare statistical reports. Work may include other related tasks as determined by management. Employees may report to a pharmacy technician supervisor or licensed pharmacist.

I. DIFFICULTY OF WORK:

Complexity - Employees receive medication orders, screen orders for accuracy, resolve questions in consultation with licensed pharmacist, and fill medication orders. Work requires employees to check expiration dates and storage of medications; perform inventory maintenance of regular medications and/or controlled substances; fill medication cards and emergency cabinets for distribution to patient wards; and prepare intravenous and other sterile products. Employees may also be required to manufacture antiseptics, circulating fluids, and prepackage unit dose medications. Employees may also provide a general orientation to new employees or serve as a lead worker to provide technical advice to other pharmacy technicians.

Guidelines - Procedure manuals and specific guidelines are available during performance of duties and responsibilities. Any unusual deviations from the normal work process are referred to higher-level pharmacy personnel.

II. RESPONSIBILITY:

Accountability - Employees must accurately complete the preparation of a wide variety of medications, using aseptic techniques in I. V. admixture and other areas where indicated. Employees enter medication information into patient profile, enter information on the computer, and prepare and label medication. Employees may be responsible for inventory maintenance, ordering stock to maintain adequate supplies. In large work units, employees may also be responsible for prioritizing work of other technicians and resolving daily work process functions.

Consequence of Action - Inaccurate filling of prescriptions and, if aseptic technique is not followed, contamination of I. V. solutions could cause serious medical complications or could result in an inappropriate or lack of treatment for the patient.

Review - Work is reviewed in progress and upon completion by a licensed pharmacist who checks prepared medications or solutions against physician's order. Employees receive administrative review from higher-level pharmacy personnel.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Most work processes are discussed with pharmacy personnel. Information provided to patients concerning administration of medications is basic in nature with any technical or detailed information being provided by a licensed pharmacist. Employees are knowledgeable of all drugs on the formulary and independently fill medication orders and resolve routine problems surrounding medication orders.

Purpose - Discussions with pharmacy personnel are usually to receive information concerning medication preparation, dispensing and administrative matters. Discussions with patients are to provide instructions on how to administer and/or store medications. Orientation and training may be provided to new technician employees.

IV. WORK ENVIRONMENT:

Nature of Working Conditions - Work is performed in a pharmacy and patient areas where conditions are generally agreeable.

Nature and Potential of Personal Hazards - Employees may be exposed to chemicals and radioactive substances on a very limited basis which could be considered potentially dangerous.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - General knowledge of medical and pharmacy terminology and processing techniques; general knowledge of pharmaceutical drugs and formulas; general knowledge of chemical procedures used to compound, reconstitute and dilute drugs. Ability to fill prescriptions and prepare admixture solutions accurately with limited supervision; ability to make accurate observations concerning drug qualities and quantities and to label drugs correctly as to type and strength; ability to understand and follow oral and written instructions. Ability to communicate effectively in oral or written forms.

Minimum Education and Experience - Completion of a nine-month Pharmacy Technician program or graduation from high school and one year of pharmacy-related experience; or an equivalent combination of education and experience.

Minimum Education and Experience for a Trainee Appointment - Graduation from high school.



Cumberland County Animal Shelter Attendant

CLASS CODE	3852	SALARY	\$35,319.38 - \$56,511.00 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	July 07, 2022

Position Overview

This classification is entry level work in performing routine clerical and responsible animal care work in support of the operations of the County Animal Shelter. Employees receive general supervision in daily activities, with more difficult situations performed under the direct supervision of or in conjunction with the Lead Shelter Attendants or the Animal Shelter Manager. Work is evaluated by direct observation of daily activities.

Examples of Duties

Under direct supervision, employees perform routine clerical and animal care work in support of operations at the County Animal Shelter. Work involves ensuring the animal shelter is maintained in a clean and safe condition; confinement areas are sanitary; animals are fed and provided water appropriately. Employees make routine inspections of the animals and their environment to monitor health and safety. Employees are responsible for the transportation of animals to and from local veterinary offices for surgeries and treatment. Employees also are responsible for preparing and maintaining various records pertaining to animal identification, animal populations, animal claims, and adoptions; file and retrieve material as requested or as otherwise necessary; take photographs of all incoming animals and input that information into the software system. Employees will greet and assist the general public in claiming and adopting animals and assist in public adoption events; assist Animal Services Officers in unloading large, injured, or aggressive animals; perform and/or assist in euthanasia of animals, and decapitation of animals for the purpose of rabies testing. Work schedule requires every other weekend, and some holidays.

Minimum Qualifications

High school diploma or GED and a willingness to work with animals in shelter environment.

Management Preference: one (1) year experience in shelter, boarding kennel or veterinary office environment.

Knowledge, Skills and Abilities

Some knowledge of animal husbandry and the methods of safely and humanely handling animals; ability to learn animal breeds and behavior and modern office practices and procedures; ability to communicate effectively with co-workers; ability to communicate effectively with the public, exercising tact and courtesy with animal owners and the general public; ability to learn how to maintain accurate records and reports concerning animals; ability to complete training to euthanize and dispose of animals. Ability to communicate orally and be able to multi-task. Ability to handle emotional stress of working with unwanted/abused animals, and animals requiring euthanasia.

Conditions of Employment

Driving is an essential function of this position. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record.

This a safety sensitive position and may be subject to random alcohol and drug testing.

Employees must obtain

1. Fear Free Shelter certification within 60 days of hire.
2. Certified Euthanasia Technician, Rabies Vaccinator certification, and Red Cross First Aid certification for animals and humans within 6 months of hire.

Employees must complete pre-exposure rabies vaccine series after hire or show proof of prior vaccination against rabies and have an adequate titer.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Employees are subject to hazards in public safety work performing in both inside and outside environments with extreme temperatures, and varied terrain. Employees are expected to handle aggressive or dangerous domestic or wild animals and livestock, and are exposed to various hazards such zoonotic diseases, various atmospheric conditions, noise, odors, vibration, and physical conditions. Employees may also be exposed to bloodborne pathogens and are subject to rules and regulations compliance with current OSHA Standards on blood borne pathogens.

Must be able to physically perform the basic life functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, smell and repetitive motions. Must be able to perform very heavy work exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. Must possess the visual acuity to operate a vehicle and be able to distinguish details and differences when observing breeds and colors of animals. Must have audio acuity to hear various animal noises, be able to detect strong odors, and to operate a computer terminal and prepare records using data and figures.



Cumberland County Custodian

CLASS CODE	6617	SALARY	\$34,249.09 - \$54,798.55 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	August 15, 2019

Position Overview

Employees in this classification perform a variety of custodial work in the care and maintenance of County buildings and facilities. Employees receive general supervision in the assigned daily activities. Special cleaning directions are received as needed. Employees sweep, mop, vacuum floors; wash walls, woodworks and fixtures; replenish restroom supplies as needed; police buildings to empty trash receptacles; pick up debris inside and outside of buildings; move and rearrange furniture; and may secure buildings after groups finish use. Work is performed under the general direction of a Custodian Crew Leader or other designated facilities supervisor.

Examples of Duties

Employees in this classification perform a variety of custodial and maintenance work to include dusting and cleaning desks and other furniture; sweeping, mopping, vacuuming, stripping, waxing and buffing floor surfaces; cleaning restroom areas and replenishing paper supplies and soap as necessary; cleaning windows, walls, woodwork, blinds, and light fixtures; emptying trash receptacles; depositing recyclable material in proper receptacles. Employees patrol buildings to inspect for safety or maintenance problems; addressing or reporting problems as necessary; sweeping sidewalks and walkways outside of buildings; policing grounds, picking up debris; and replacing burned-out light bulbs. In the absence of the Custodian Crew Leader, employees may open and secure buildings at start and end of work day and turn on and off lights at start and end of work day. Work is performed under general supervision and is evaluated through observation and discussion, and review of adherence to deadlines, directives, Department standards, policies and procedures, and proper judgment. Employees perform related work as required.

Minimum Qualifications

Education and/or experience in housekeeping and/or custodial work that is directly related to job.

Knowledge, Skills and Abilities

Working knowledge of the standard methods, materials, and equipment employed in janitorial work; working knowledge of cleaning procedures and the use of cleaning materials; ability to perform medium physical work; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships as necessitated by work assignments.

Conditions of Employment

Some positions within this classification may require driving as an essential function of this position. If so, the candidate must have or obtain a valid North Carolina Driver's License within sixty (60) days of employment and maintain the license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Employees are subject to hazards associated with working in both inside and outside environments, in extreme hot and cold weather, and minimal exposure to adverse environmental conditions such as dirt, dust, pollen, odors, wetness, toxic agents, or pathogenic substances.

Must be able to perform simple movements requiring moderate coordination, using switches, levers, handles, hand tools, etc.

Must be able to perform tasks involving the ability to exert moderate physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching and crawling. Must be able to lift, carry, push and/or pull objects and materials of moderate weight (20-50 pounds).

HOUSEKEEPER

DESCRIPTION OF WORK

Work in this class involves the cleaning and minor maintenance of an assigned area.

Employees perform a variety of duties in the care and cleaning of dormitories, offices, and other state buildings. Duties may include physically strenuous activities such as moving furniture, operating heavy cleaning equipment, and delivering large quantities of housekeeping supplies. Work is performed under close supervision, guided by a daily schedule for general assignments and specific instructions for special assignments. Work is reviewed through inspections and frequent consultation with supervisory personnel.

EXAMPLES OF DUTIES PERFORMED

Sweeps, mops, and vacuums floor surfaces. Waxes and buffs wood and tile floors. Maintains bathroom areas in a sanitary state and replenishes paper supplies and soap as necessary. Cleans windows, walls, woodwork, and light fixtures. Empties trash receptacles. Moves furniture upon assignment. Makes minor repairs and changes light bulbs and fluorescent tubes. Shovels snow from walks and drives. Performs related duties as required.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

Education and/or experience in housekeeping work that is directly related to the job and consistent with accepted practices of the trade.



Cumberland County FACILITIES MAINTENANCE TECHNICIAN

CLASS CODE	7417	SALARY	\$40,886.59 - \$65,418.55 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	October 22, 2023
REVISION DATE	December 20, 2023		

Position Overview

Under general direction, employees in this class perform skilled entry to journey-level work in at least one or more of the allied building trades to maintain electrical, mechanical, and plumbing systems in County facilities to include the County’s events center complex. Employees may direct and supervise other Maintenance Technicians, Maintenance Workers, and contract workers depending on projects and events. In the supervisory role, employees are expected to additionally perform journey-level skilled maintenance work and maintain supply, material, and equipment inventories. Non-supervisory employees participate in a variety of skilled maintenance tasks to operate and maintain machinery and equipment used for grounds landscaping, building and repairing structures, carpentry, and maintenance of electrical, mechanical, plumbing, audio-visual, and communications systems. Work is performed under the supervision of and assigned supervisor depending on unit (s) assigned and is evaluated by direct observation of daily activities, retrospective review of employee’s actions in various situations, and review of employee’s written reports and completed forms.

Examples of Duties

Perform skilled entry to journey-level mechanical system work; install and maintain heat, ventilation and air conditioning systems in County buildings and facilities; check thermostats, change belts, bearings, motors, filters, compressors, etc.; clean coils; monitor air humidity and ventilation. At County events center complex, prepare and maintain ice floor; may lead the work of up to twenty-five contract labor employees depending on the event. Direct and oversee activities of assigned work crews, ensuring adherence to policies, procedures, and standards; assist and advise subordinates, as necessary, resolving problems as non-routine situations arise. Perform general to skilled carpentry and renovation work in the construction, repair or alteration of floors, roofs, stairways, partitions, doors, windows and screens; build, erect, repair and/or install fences, partitions, cabinets, tables, shelves, bookcases, etc.; participate in demolition of structures, and debris cleanup. Perform general to skilled plumbing work; maintain plumbing systems, including installing water and sanitary fixtures and equipment; change faucet washers, stems, seals, etc.; flush and clear clogged lines, using rotor machines or hand tools; repair toilets by changing tank bulbs, overflow tubes, guide wires, etc.; repair water coolers. Erect and configure light and sound systems in conference with event promoters, direct activities of stagehands. Erect and configure staging, tables, chairs, pipe and drape and other equipment required for event set-ups. Assist in the set-up and tear down of a variety of shows and exhibits. Read and interpret schematic wiring and diagrams and factory maintenance manuals. Assist patrons and clients in variety of shows and exhibits. Perform routine landscaping as required based on seasonal needs. May participate in or makes recommendations for routine personnel matters affecting subordinates, including recruiting, interviewing, hiring, training, assigning, scheduling, granting leave, appraising and disciplining, etc., submitting such records and reports as required by County management.

Minimum Qualifications

Graduation from high school or GED and one and one-half (1.5) years of experience and/or training in maintenance or building trades work; or an equivalent combination of education training, and experience.

Knowledge, Skills and Abilities

Considerable knowledge of the procedures, materials and equipment related to the plumbing, carpentry, electrical, HVAC, painting and grounds maintenance trades; considerable knowledge of approved electrical methods, practices, code requirements and safety standards; considerable knowledge of heat, ventilation and air conditioning system installation and maintenance; general knowledge of County purchasing policies and procedures; skill and ability to use and care for a variety of hand and power tools necessary to perform plumbing, masonry, electrical, HVAC, carpentry and grounds maintenance tasks; general knowledge of the principles of organization, administration and supervision; ability to exercise tact and courtesy in contact with the general public; ability to establish and maintain effective working relationships.

Conditions of Employment

Some positions within this class must be able to obtain a North Carolina Fire Sprinkler Maintenance Technician license within two (3) years of hire.

Some positions within this class must be able to obtain a Plumbing Backflow certification within one (1) year of hire.

Some positions within this class must be able to obtain a Refrigerant Recovery certification within one (1) year of hire.

Some positions within this class must meet industrial physical examination for sight, hearing, cardiovascular, pulmonary, chest x-rays, blood pressure, blood sugar and lead levels, chemistry profiles such as cholesterol and liver functioning, etc., prior to employment.

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Employees are subject to hazards associated with working in inside and outside environments, in extreme hot and cold weather, with exposure to dirt, dust, loud noises, odors, pollen, machinery, toxic fumes, oils, gases, chemicals, or flammable liquids. Work subjects' employees to compliance with OSHA safety standards, policies, and regulations.

Must have ability to exert very moderate, though not constant physical effort typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push and/or pull objects and materials of moderate weight up to 50 pounds. Must have ability to perform simple to complex movements requiring moderate coordination. Must have visual perception and

ability to discriminate colors. Must be able to perceive and discriminate odors/sounds. Must be able to perform manual labor for extended periods of time as required by work assignments.



Cumberland County Grounds Maintenance Technician I

CLASS CODE	7410	SALARY	\$35,319.38 - \$56,511.00 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	March 16, 2021

Position Overview

Employees in this class perform skilled horticulture work in the planting, cultivation, maintenance, and care of grounds and landscaping surrounding County owned buildings. Work involves mowing, trimming, and maintenance of shrubs, trees, plants, and grass. Employees determine the care and treatment of areas to ensure good condition. Employees operate a variety of heavy equipment in performance of duties. Work is performed in accordance with instructions from the Grounds Maintenance Landscape Supervisor; reports to a Grounds Maintenance Technician II (Crew Leader).

Examples of Duties

Work includes sowing, transplanting, fertilizing, and applying water to the plants, turf or plant collection; installing new plant material following plans and/or approved horticultural/grounds practices and procedures; and maintaining flower beds including, pruning, weeding, mulching, fertilizing, and spraying of plant material. Participates in the application of herbicides, insecticides, and other chemicals that may be applied to turf or plant collection. Seeds, mows; and gives general care to lawn or grass areas; Plants flowers, and bulbs and transplants items as needed; Participates in the removal of dirt, rubbish, snow, leaves and refuse, and may participate in the removal or cutting down of trees. Employees operate small to heavy equipment to include commercial mowers, backhoes, weed eaters, leaf blowers, sprayers, dump trucks, and tractors. Employees perform related work as required.

Minimum Qualifications

Graduation from an accredited two-year college or technical school with a degree in agriculture and natural resources, greenhouse and grounds maintenance, horticulture technology, landscape gardening or closely related field; or graduation from high school or GED and two (2)years of related experience in horticultural work including the operation of various landscape equipment; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

A working knowledge of grounds keeping and horticultural practices, cultivation, pruning, spraying, and trimming requirements of shrubs and trees, and plant maintenance procedures used in landscape installation and ground maintenance; working knowledge of all equipment and specialized tools used in landscape work; and knowledge of plant collection, which impacts the cultivation and maintenance of the plants. An ability to observe plants and identify plants and plant problems; ability to assess condition and health of plants; ability to operate heavy

equipment; ability to follow oral and written instructions; and an ability to develop good working relationships with co-workers. Ability to understand, comply with and adhere to the safety rules and regulations.

Conditions of Employment

Driving is an essential function of this position. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Employees are subject to hazards associated with working in outside environments, in extreme hot and cold weather, and exposure to dust, loud noises, odors, vibrations, machinery, and hazardous toxic fumes, oils, gases, chemicals, or flammable liquids. Work subjects' employees to compliance with OSHA safety standards, policies, and regulations.

Must be able to perform tasks that involve regular, and at times, sustained performance of moderately physically demanding work. Must be able to perform work typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push and/or pull moderately heavy objects and materials 20-100 pounds. Must be able to perceive and discriminate colors, sounds, and odors.



Cumberland County Grounds Maintenance Technician II

CLASS CODE	7411	SALARY	\$40,886.59 - \$65,418.55 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	March 03, 2013

Position Overview

As working supervisors, employees serve as crew leaders, providing guidance and direction to a crew of Grounds Maintenance Technician I positions assigned a specific area of the County; or an employee may serve as the Shop Foreman for the Department. As the crew leader, employee participates in and supervises Ground Maintenance Technician I positions in mowing, trimming, cultivation, and maintenance of shrubs, trees, plants, and grass and determine the care and treatment of grounds to ensure good condition. Employees oversee the day-to-day work performance of an assigned crew. As the shop foreman, employee maintains all light, medium, and heavy grounds maintenance and landscaping equipment and hand tools. Employees operate a variety of heavy equipment in performance of duties. Work is performed in accordance with instructions from the Grounds Maintenance Landscape Supervisor.

Examples of Duties

Work includes sowing, transplanting, fertilizing, and applying water to the plants, turf or plant collection; installing new plant material following plans and/or approved horticultural/grounds practices and procedures; and maintaining flower beds including, pruning, weeding, mulching, fertilizing, and spraying of plant material. Participate in the application of herbicides, insecticides, and other chemicals that may be applied to turf or plant collection. Seeds, mows; and gives general care to lawn or grass areas; plants flowers, and bulbs and transplants items as needed; participates in the removal of dirt, rubbish, snow, leaves, and refuse, and may participate in the removal or cutting down of trees. Provide input in the performance evaluation of Grounds Maintenance Technician I positions and resolve minor complaints and concerns; major issues are referred to the Grounds Maintenance Landscaping Supervisor. Employees operate small to heavy equipment to include commercial mowers, backhoes, weed eaters, leaf blowers, sprayers, dump trucks, and tractors. Shop maintenance work involves record keeping ensuring all light, medium, and heavy equipment and hand tools are accounted for on a daily basis; inventorying of all supplies; and making recommendations for repair, discontinuance, or replacement of equipment. Employees perform related work as required.

Minimum Qualifications

Graduation from an accredited two-year technical or community college with a degree in agriculture and natural resources, greenhouse and grounds maintenance, horticulture technology, landscape gardening or closely related field and three (3) years of related experience in horticultural work including the operation of various landscape equipment; or graduation from high school and four (4) years of related experience in horticultural work including the operation of various landscape equipment; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

A working knowledge of grounds keeping and horticultural practices, cultivation, pruning, spraying, and trimming requirements of shrubs and trees, and plant maintenance procedures used in landscape installation and ground maintenance; working knowledge of all equipment and specialized tools used in landscape work and of plant maintenance procedures used in landscape installation and ground maintenance; knowledge of plant collection, which impacts the cultivation and maintenance of the plants; an ability to observe, identify plants plant conditions, health and problems; ability to assess condition and health of plants; ability to operate heavy equipment; ability to follow oral and written instructions; and an ability to develop good working relationships with co-workers. Ability to understand, comply with, and adhere to the safety rules and regulations.

Conditions of Employment

Certification by the North Carolina Pesticide Board as a Licensed Pesticide Public Operator. Certification must be obtained within six months of hire.

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Employees are subject to hazards associated with working in outside environments, in extreme hot and cold weather, and exposure to dust, loud noises, odors, vibrations, machinery and hazardous toxic fumes, oils, gases, chemicals, or flammable liquids. Work subjects employees to compliance with OSHA safety standards, policies, and regulations.

Must be able to perform tasks that involve regular, and at times, sustained performance of moderately physically demanding work.

Must be able to perform work typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push and/or pull moderately heavy objects and materials 20-100 pounds.

Must be able to perceive and discriminate colors, sounds, and odors



Cumberland County

SOLID WASTE HEAVY EQUIPMENT MECHANIC

CLASS CODE	7308	SALARY	\$52,182.80 - \$83,492.48 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	June 08, 2018
REVISION DATE	July 15, 2021		

Position Overview

Positions in class perform skilled mechanical work in the service, inspection, repair and diagnosis for a variety heavy construction equipment assigned to the Solid Waste Management Department. Standard operational guidelines, shop safety procedures, vendor manuals and manufacturer publications and bulletins are used, and positions apply technical knowledge and skills, occasionally modifying standard practice and procedures due to unusual situations. Employees must routinely determine materials, techniques, and tools to accomplish work assignments. Assignments are normally received in the form of written or verbal work orders, which usually indicate the general nature of the task or describe the nature of the problem. New or unusual assignments may be accompanied by more detailed instructions. Employees must be able to multi-task and prioritize work. Work is performed under general supervision and may be reviewed and inspected in progress or upon completion.

Positions assigned to this classification are distinguished from the Heavy Equipment Master Mechanic by level of diagnosis and repair work performed. Work may include other duties and responsibilities as assigned.

Examples of Duties

During routine maintenance employees inspect equipment, change oil, hydraulic fluid, air filters, and when required change fuel filter or transmission filter. Employees may remove or replace heavy equipment tires and/or brakes; make visual inspection of drive line and note faults discovered; inspect ground engagement tools and cutting edges for wear on dozer; check track pads, rollers and links for wear or missing bolts; inspect battery and cables for tight connection; check all lights, reflectors, and back up alarm; drain/refill engine oil, check coolant level, transmission fluid and fill as needed; check hydraulic hoses, hydraulic cylinders and tanks for leaks; and inspect drive belts for proper tension, and wheel locks for frays or cracked condition. Employees diagnose problems in disassembling unit, repair or replace parts as needed, and reassembles units involving mechanical systems such as brakes, cooling, drive, electrical, exhaust and emission control, heating and air conditioning, hydraulic, air, and steering and suspension. Employees adjust and make repairs to engines; remove engines, transmissions, and final drives from equipment; and replace worn or defective parts. Employees repair and adjust air and hydraulic brakes, hydraulic and vacuum operated systems; replace hydraulic motors, hoses and fittings; and install and adjust power take-offs. They may tune engines by adjusting or replacing needed parts; and make repairs to clutches, transmissions, differentials, brakes, steering mechanisms and related units. Employees perform major mechanical repairs and adjustments on power drive, brake, steering, electrical, fuel, cooling, and related systems on equipment; and remove and install engines.

Minimum Qualifications

High school or General Educational Development diploma and three (3) years of experience in the repair of heavy equipment; or an equivalent combination of education and experience.

Management Preference

Possession of Automotive Service of Excellence (ASE) and certification in CFC recovery is a plus.

Knowledge, Skills and Abilities

Knowledge, skills, and ability to perform a variety of recurring and related tasks using steps and processes that are readily understood and that are associated with moderately complex to complex systems and components.

Thorough knowledge of the standard practices, tools, materials and equipment used in the diagnosis, repair and maintenance of a variety of gasoline and diesel powered vehicles and heavy equipment; and operating principles of gasoline and diesel engines, and of the standard mechanical components of automotive and related equipment. Considerable knowledge of the occupational hazards and safety precautions of equipment repair work and shop operations. Skill in the use and care of tools, equipment, and materials used in the diagnosis, maintenance and repair of automotive, heavy construction and related equipment. Exercise analytical judgment in detecting malfunctions in mechanical equipment; and maintain effective working relationships as necessitated by work assignments.

Conditions of Employment

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record. Must have and maintain a valid NC Class B Commercial Driver's License (CDL). Must obtain HAZMAT endorsement within 6 months of hire. Must possess a master mechanics tool set.

Must meet industrial physical examination for sight, hearing, cardiovascular, pulmonary, chest x-rays, blood pressure, blood sugar and lead levels, chemistry profiles such as cholesterol and liver functioning, etc., prior to employment.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Employees are subject to hazards while working inside the shop, in confined spaces, while exposed to heavy machinery and during times working in a landfill setting in an outside environment. Employees may be exposed to inclement weather and various hazards such as loud noises, and hazardous spills with fumes, oils, gases or flammable liquids. Work may subject employee to compliance with final OSHA standards on bloodborne pathogens.

Must be able to physically perform the basic life operational functions of standing, walking, hearing, kneeling, reaching, feeling, grasping, pushing, pulling, bending, climbing, crawling, fingering, and performing repetitive motions. This is medium to heavy work requiring the exertion of 100 pounds of force occasionally, up to 50 pounds of force frequently, and up to 20 pounds of force constantly to move objects. Vocal communication is required for expressing ideas; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection

involving small defects and/or small parts, use of measuring devices, assembly or fabrication of parts at or within arm's length, operation of machines, and operation of motor vehicles or equipment; the worker is subject to inside and outside environmental conditions, extreme cold, extreme heat, noise, hazards, atmospheric conditions, and oils, various chemicals used in normal shop operations.



Cumberland County Solid Waste Equipment Operator I

CLASS CODE	7108	SALARY	\$37,085.34 - \$59,336.55 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	May 26, 2018
REVISION DATE	October 22, 2023		

Position Overview

Under general direction, positions perform skilled work operating heavy equipment for the Department of Solid Waste Management. Work involves the operation of heavy equipment to move earth and/or debris, spread and compact solid waste or other materials in designated areas. Work is performed under regular supervision and evaluated in progress and upon completion for adherence to standards. Positions may operate a variety of equipment in the performance of daily tasks or may specialize in the operation of specific types of equipment. Employees perform minor preventive maintenance; assess safety conditions; and resolve problems. Work may include other duties as assigned.

Examples of Duties

Employees assist in various facility operations by operating machinery and heavy equipment for disposal of refuse; may train in the operation of one or more types of motorized heavy equipment used to compact and cover debris, refuse and other material; clean equipment; and maintain daily records of equipment usage. Types of heavy equipment employees may be required to operate include bulldozer for covering garbage and building roads for safe travel in landfill, off road dump truck to haul dirt for covering solid waste and gravel for road construction; excavator for loading dirt, rock and other material on trucks; foam machine to cover waste at end of day; wheel loader to load mulch and stacking brush; and water truck.

Minimum Qualifications

High school or General Educational Development diploma and six (6) months of experience involving the operation of heavy equipment in a landfill or construction setting; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Working knowledge of: the operation of heavy construction equipment and stationary landfill equipment; methods of landfill operation including grading and drainage requirements and regulations relative to solid waste material disposal in landfill; occupational hazards and applicable safety rules and precautions related to working in a landfill and operation of heavy equipment; geography of the County and the location of roadside container sites; and ordinances and regulations related to solid waste disposal. Ability to operate assigned equipment according to established standards. Ability to develop skill in the operation of heavy equipment. Ability to clean assigned heavy equipment and related equipment. Ability to understand and follow oral and written instructions. Ability to exercise tact and courtesy in contacts with the public. Ability to perform physical labor required of the position. Ability to establish and maintain effective working relationships as necessitated by work assignments.

Conditions of Employment

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record.

Must obtain Landfill Operations Specialist certification within one year of employment (subject to Solid Waste Association of North America (SWANA) scheduling).

Must meet industrial physical examinations such as sight, hearing, cardiovascular, pulmonary, chest x-rays, blood pressure, blood sugar and lead levels; chemistry profiles such as cholesterol and liver functioning, etc., prior to employment.


Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Employees are subject to hazards while operating equipment and machinery. Requires the ability to perform simple to complex coordinated movements needed to operate vehicles and equipment and to use switches, levers, handles, power and hand tools, etc. Some tasks require the ability to perceive and discriminate sound, depth, visual perception and oral communications ability. Tasks are regularly performed with exposure to adverse environmental conditions, such as dirt, dust, pollen, heat, cold, or wetness. Work may subject employee to compliance with final OSHA standards on bloodborne pathogens.

Tasks involve moderate, though not constant physical effort, typically involving some combination of climbing, balancing, stooping, kneeling, reaching, standing, walking, grasping, pushing, pulling, talking, hearing, repetitive motions, crouching and crawling. Must be able to perform medium work exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and or up to 10 pounds of force constantly to move objects. Work may involve some lifting, carrying, pushing and/or pulling of objects and materials.

 <p style="text-align: center;">Position Description Form (CCPD02)</p>	(Human Resources Dept. Use Only)		
	Approved Classification	Library Facilities Maintenance Technician	SG 102
	Effective Date	August 2023	
	Position Number	117000026	
Exempt	Non-Exempt	XX	

SECTION I – POSITION IDENTIFICATION	
1. Present Position Title Maintenance Worker	2. Present Position Number 117000026
3. Proposed Change to Position Title	4. Usual Working Title of Position Library Facilities Maintenance Technician
5. Name of Immediate Supervisor [REDACTED]	6. Department/Section/Unit Facilities
7. Name of Department Head [REDACTED]	8. Street Address 300 Maiden Lane
9. Name of Employee	10. Location of Workplace, Bldg. and Room
11. How long have you been in the job? Years: _____ Months: _____	12. Telephone Number

SECTION II - GENERAL INFORMATION

A. Primary Purpose of the Organizational Unit:

The library, as a department of County government, serves the citizens of Cumberland County and the surrounding communities. The library provides informational and recreational materials in a variety of formats for check out as well as innovative and dynamic programs and services to meet community needs.

B. Primary Purpose of the Position:

Provides maintenance support and repair services to all library locations as determined by the Library Facilities Supervisor.

C. Work Schedule:

40 hours per week; May be required to work weekends according to staffing needs.

D. Normal Work Hours:

Work hours will vary between 7:00 a.m. – 8:00 p.m., Monday – Friday according to staffing needs. May be required to report during emergencies and adverse weather events.

E. Change in Responsibilities or Organizational Relationship Since Last Reviewed:

This job description has been updated for formatting and new working title of position.

SECTION III – POSITION INFORMATION

A. DESCRIPTION OF FUNCTIONAL AREAS, RESPONSIBILITIES AND DUTIES

Reference Instructions for Completion of the Position Description Form for guidance in documenting these areas. Be sure to indicate the percentage of time (%) spent on each responsibility in the left column. Put an asterisk () in the right column by the functions that are considered essential.

Method Used: Order of Importance xx Sequential Order _____

Percent of Time	Functional Areas/Responsibilities/Duties	ADA Essential Function
50%	Performs interior building maintenance duties including, but not limited to, repairs to walls, carpet, caulking of sinks and toilets, equipment, furniture, shelving, door locks and replacement of ceiling tiles. Installs, mounts and assembles new furniture, fixtures, shelving and equipment. Performs minor carpentry, plumbing and electrical repair. Function includes operation of hand and power tools and other machinery in a safe and efficient manner. Prepares walls, furniture and equipment for painting or staining and completes small painting or staining projects. Removes stains from a variety of surfaces such as rugs, walls, floors and fixtures using appropriate chemicals and cleaning solutions. Promptly reports any heating and cooling system problems to the Library Facilities Supervisor, or directly to County Internal Services as appropriate under the circumstances.	*
30%	Assists with special projects and other related duties as required or assigned and perform other periodic duties as necessary for location’s operation. Examples of duties: pressure washing entrances and parts of buildings as needed, salting walkways and watering exterior plants as needed, and assisting with moving discards to the Friends room.	*
10%	Works with the Library Facilities Supervisor and Library Custodian Supervisor for scheduling quarterly cleaning of carpets and operating the carpet extractor. Ensures carpet extractor has maintenance performed to operate at maximum efficiency. Assists the Library Facilities Supervisor with annual branch audits and inventory. Inspects fire extinguishers and building emergency lighting monthly and keeps a record of the inspections.	*
5%	Ensures proper maintenance of library vehicles to include annual inspections and scheduled maintenance of vehicles, new mileage sheets in vehicles at the beginning of each month, Vehicle Logbook up to date with previous month’s mileage sheet and vehicles washed and waxed as needed. Assists courier with loading and unloading courier materials as needed. Acts as courier when directed by the Library Facilities Supervisor.	
5%	Tags new furniture and equipment with inventory identification numbers and provide information to the Library Facilities Supervisor for inventory records. Assists Library Facilities Supervisor with surplus equipment and furniture.	

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks as directed by their manager or supervisor.

B OTHER POSITION CHARACTERISTICS:

1. **Accuracy Required in Work:**

Close attention to detail is necessary when performing duties and using proper equipment safely.

2. **Consequence of Error:**

Errors could create hazardous conditions for staff or the public. Possible damage to equipment necessitating repair or replacement; wasted time and materials.

3. **Instructions Provided to Employee:**

Minimal daily instructions for routine tasks and assignments. Detailed instructions provided as necessary for special projects.

4. **Guides, Regulations, Policies and References Used by Employee:**

County and Library Policies and Procedures, OSHA, ADA and Fire Codes.

5. **Supervision Received by Employee:**

Daily review and instructions from Library Facilities Supervisor.

6. **Supervision Provided and Number of Employees Supervised:**

None

7. **Variety and Purpose of Personal Contacts:**

County and library management, vendors and staff; contact for clarification of projects or report on work status.

8. **Physical Effort:**

Must have ability to exert very moderate, though not constant physical effort typically involving some combination of climbing and balancing, bending, stooping, kneeling, crouching, reaching, walking and crawling. Must be able to lift, carry, push and/or pull objects and materials of moderate weight up to 50 pounds. Must have ability to perform simple to complex movements requiring moderate coordination. Must have visual perception and ability to discriminate colors. Must be able to perceive and discriminate odors/sounds.

9. **Work Environment and Conditions:**

Employees are subject to hazards associated with working in inside and outside environments, to include rain, ice, extreme hot and cold weather, with exposure to dirt, dust, loud noises, odors, pollen, machinery, toxic fumes, oils, gases, chemicals, or flammable liquids. Work subjects employees to compliance with OSHA Safety standards, policies, and regulations.

10. **Machines, Tools, Instruments, Equipment and Materials Used:**

Custodial cleaning equipment, i.e., vacuum cleaners, carpet extractor, blowers, power washer, electric or battery-operated drills, saws and hand tools.

11. **Visual Attention, Mental Concentration and Manipulative Skills:**

Good hand/eye coordination; acute concentration with attention to details when installing equipment, furniture and making necessary repairs.

12. **Safety for Others:**

Work requires employees to consider the safety of others in operation of motor vehicles, equipment and/or use of cleaning supplies and chemicals. Safety is practiced through proper training on the handling of chemicals and hazardous materials, wearing uniforms and safety glasses or gloves and, if needed, training on the proper use of equipment for completion of tasks. Proper use and operation of motor vehicles requires employees to observe safe driving practices, rules and regulations of the highway.

13. Dynamics of Work:

Work typically involves a routine schedule. Change in daily and weekly routine based on projects assigned.

14. Adjustment to Sudden Changes:

Multiple tasks, deadlines, and unexpected requests from staff and public require the ability to set priorities and adjust as necessary, sometimes without supervision. Independent judgment and initiative must be used within a framework of departmental policies and established procedures.

SECTION IV – SKILLS, EDUCATION AND EXPERIENCE

A KNOWLEDGE, SKILLS & ABILITIES:

Ability to work independently with little supervision.

Working knowledge of methods, equipment and materials used in custodial work.

Working knowledge of specifications and requirements for the minor maintenance of commercial or public buildings.

Working knowledge of blowers, power washer, electric or battery-operated drills, saws and hand tools.

Working knowledge of safety procedures and safety laws.

Ability to communicate effectively orally and in writing. Ability to perform basic mathematical calculations.

Ability to operate library vehicles from mid-size vans to ¾ ton courier truck in compliance with the County's Safe Driving Practices Policy.

Ability to observe and follow safe driving practices.

Must be courteous and tactful when communicating with County and library management, employees, vendors and the public.

Ability to determine the most cost effective and efficient method of repair.

Ability to communicate problems/symptoms and solutions to supervisor.

Ability to find creative approaches to repairs when conventional methods and practices fail or are not appropriate.

Ability to observe and follow safety requirements related to cleaning solutions and chemicals.

Ability to operate and clean custodial power equipment (carpet extractors, floor buffers and burnishers, pressure washers) and other tools and equipment safely and effectively.

Must be able to understand and utilize basic computer skills for e-mail communication and to complete electronic timesheet.

B MINIMUM AND PREFERRED EDUCATION AND EXPERIENCE

Required Minimum Education and Experience:

High school diploma or GED, supplemented by six (6) months of experience and/or training involving grounds or building maintenance/trades work, or set-up for public or private concerts, sports or trade shows/events; or an equivalent combination of education and experience.

SECTION V – REQUIRED LICENSE OR CERTIFICATION

Driving is an essential function of this position. Candidate must have or obtain a valid North Carolina Driver's License within sixty (60) days of employment and maintain the license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

[REDACTED]

[REDACTED]

[REDACTED]



Position Description Form (CCPD02)

(Human Resources Dept. Use Only)

Approved Classification _____ SG _____

Effective Date _____

Position Number _____

Exempt _____ Non-Exempt _____

Please refer to the Instructions for Completion of the Position Description Form for guidance on completing this form.

The information written regarding the position indicated is of great value in understanding and evaluating the duties and responsibilities of the job. The questions are designed to assist the supervisor and employee in describing the work and clearly explaining the duties and responsibilities.

Be sure to answer each question carefully and answer so that anyone who does not know the job can understand the functions and requirements of the job. Think and write in terms of what is required and how and why it is done. Specific examples and samples of tasks will be helpful.

SECTION I – POSITION IDENTIFICATION

1. Present Position Title Public Utilities Technician	2. Present Position Number New Position
3. Proposed Change to Position Title	4. Usual Working Title of Position
5. Name of Immediate Supervisor	6. Department/Section/Unit Engineering/Public Utilities
7. Name of Department Head	8. Street Address 130 Gillespie Street, Rm 214
9. Name of Employee	10. Location of Workplace, Bldg. and Room Historic Courthouse, Room 214
11. How long have you been in the job? Years: _____ Months: _____	12. Telephone Number

SECTION II - GENERAL INFORMATION

A. Primary Purpose of the Organizational Unit:

Public Utilities provides the planning, development and implementation of programs to expand and extend water and/or sanitary sewer services into the unincorporated areas of the County, primarily through the organization and administration of water and sewer districts established by the Board of County Commissioners.

B. Primary Purpose of the Position:

This position will provide skilled technical and administrative work associated with the maintenance, repair, and development of water and/or sewer services in the unincorporated areas of the county. Technical and physical work in maintenance and repair of water and/or sanitary sewer lines and administrative work in the collection of meter data, uploading information for billing, and assisting with coordination of external vendors and construction companies on repair of existing services and development of new services.

C. Work Schedule:

Monday – Friday; May be required to respond during inclement weather and/or emergency situations.

D. Normal Work Hours:

8:00 am – 5:00 pm; occasional evening meetings may be required. (On call 24 hours a day for water and/or sewer emergencies).

E. Change in Responsibilities or Organizational Relationship Since Last Reviewed:

Request for new position.

SECTION III – POSITION INFORMATION

A. DESCRIPTION OF FUNCTIONAL AREAS, RESPONSIBILITIES AND DUTIES

Reference Instructions for Completion of the Position Description Form for guidance in documenting these areas. Be sure to indicate the percentage of time (%) spent on each responsibility in the left column. Put an asterisk () in the right column by the functions that are considered essential.

Method Used: Order of Importance xx Sequential Order _____

Percent of Time	Functional Areas/Responsibilities/Duties	ADA Essential Function

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks as directed by their manager or supervisor.

B. OTHER POSITION CHARACTERISTICS:

1. Accuracy Required in Work:

Maintain high standards of accuracy in performing duties and responsibilities.

2. Consequence of Error:

Errors may result in loss of service to customers, funding and finance discrepancies, risk to public safety, and lack of confidence from stakeholders.

3. Instructions Provided to Employee:

Accepts supervisory and managerial instruction and direction and strives to meet the goals and objectives of same. Questions such as instruction and direction when clarification of results or consequences is justified. Offers suggestions and recommendations to encourage and improve cooperation both intra- and inter-departmentally.

4. Guides, Regulations, Policies and References Used by Employee:

Cumberland County Policies and Procedures, OSHA Safety Standards, Water and Sewer Districts Ordinance of the Public Utilities Division; NC Department of Environmental Quality Rules and Regulations; Public Water Supply; US Environmental Protection Agency Laws and Regulations

5. Supervision Received by Employee:

Minimal. This position receives assignments for tasks and is expected to complete them within the expected quality level and timelines. Questions and/or guidance should be requested when needed.

6. Supervision Provided and Number of Employees Supervised:

None

7. Variety and Purpose of Personal Contacts:

Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will.

8. Physical Effort:

Must be able to perform tasks that involve regular, and at times, sustained performance of moderately physically demanding work. Must be able to perform work typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push and/or pull moderately heavy objects and materials 20-100 pounds. Must be able to perceive and discriminate colors, sounds, and odors.

9. Work Environment and Conditions:

Employees are subject to hazards associated with working in outside environments, in extreme hot and cold weather, and exposure to dust, loud noises, odors, vibrations, machinery and hazardous toxic fumes, oils, gases, chemicals, or flammable liquids. Work subjects' employees to compliance with OSHA safety standards, policies, and regulations.

10. Machines, Tools, Instruments, Equipment and Materials Used:

Smoke testing machine, odor logger, colorimeter, Ph monitor, water meters, computer, multi-line telephone, fax machine, copier, motor vehicle and add machine.

11. Visual Attention, Mental Concentration and Manipulative Skills:

Monitoring chemicals used at the lift stations by visually checking the amount of chemical in the tank and then calculating how many days of chemical is left in the tank before another delivery of chemicals is needed. Monitoring of the manholes for infiltration and inflow by looking inside the manhole for leaks.

12. Safety for Others:

Adheres to all established safety and housekeeping standards, including regulatory entities, ensures such standards are not violated.

13. Dynamics of Work:

State rules and regulations updates affect how day-to-day operations are handled and employees need to stay abreast of any changes. Position is subject to sudden change as emergencies arrive.

SECTION IV –SKILLS, EDUCATION AND EXPERIENCE

A. KNOWLEDGES, SKILLS & ABILITIES:

Knowledge of County GIS system and websites to location and perform meter readings, inspections, and repairs. Knowledge of public utilities water and sewer policies, procedures, and laws. Ability to read meters and enter data on a computer system. Strong knowledge of the tools, materials, methods, practices, and equipment used in meter repair and installation. Knowledge of the operation of water meters and sewer lines and the ability to repair and or install both. Knowledge of the terminology and related professional languages used within the department. Working knowledge of the occupational hazards and safety precautions related to the assigned duties. Ability to communicate orally and in writing. Ability to establishes and maintains effective working relationships with supervisors, co-workers, and the public.

B. MINIMUM AND PREFERRED EDUCATION AND EXPERIENCE

1. Required Minimum Education and Experience:

High school diploma or GED and three (3) years of experience in mechanical, plumbing, utility constructions and/or maintenance or an equivalent combination of education and experience.

SECTION V – REQUIRED LICENSE OR CERTIFICATION

Certifications

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.



Cumberland County Solid Waste Attendant

CLASS CODE	7102	SALARY	\$34,249.09 - \$54,798.55 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	October 06, 2013
REVISION DATE	September 10, 2024		

Position Overview

Under general direction, positions assigned to this classification perform a variety of unskilled and semi-skilled tasks involved in operating and maintaining solid waste and recycling container sites and directing traffic to landfill disposal areas. Employees inspect all incoming loads and help citizens using container sites with the disposal of solid waste and recyclables; enforce all container site rules; ensure only Cumberland County residents use the container site; direct commercial/permitted haulers to correct location for disposal of debris; maintain cleanliness of container site.

Examples of Duties

Open and close solid waste container site as prescribed by schedule; inspect all loads of incoming waste and ensure disposal in proper bin/container/box; assist container site users by providing guidance on proper disposal of solid waste and recyclables, answering questions, and helping users dispose of their debris in the appropriate bin/ container/ box; and empty oil containers into 500-gallon tank before closing site daily. Employees operate and utilize tools essential in the maintenance and minor repair for cleaning and upkeep of container site and maintain cleanliness of site to include raking grass and leaves, removing weeds, edging, sweeping parking lot and around compactor and recycling areas, picking-up loose debris and placing in proper container/box, cleaning compactor outside and underneath when box is changed, and cleaning signs and attendant building. Employees coordinate with supervisor when there is waste and recyclables to be picked up from the site; maintain log book on volumes of waste in boxes at site in accordance with Solid Waste Management policies and NCDENR regulations; perform preventive maintenance and minor repairs on various equipment used at container site, mowers, trimmers, and edger's; and assist truck drivers in clean-up around boxes after they have been pulled. Employees perform related work as required.

Minimum Qualifications

High school or General Educational Development diploma and five (5) months of experience involving grounds maintenance work and dealing with the public; or an equivalent combination of education experience.

Knowledge, Skills and Abilities

Working knowledge of the standard methods, materials and equipment employed in basic landscaping and grounds maintenance operations, and proper methods and safety precautions for general grounds maintenance work. Ability to understand and follow oral and written instructions; exercise tact and courtesy in contact with the general public; consistently perform essential functions of this position under varying weather conditions; work weekends and holidays on a permanent basis; operate and maintain motorized machinery and power/hand tools

used in general grounds maintenance; and establish and maintain effective working relationships as necessitate by work assignments.

Conditions of Employment

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Requires the ability to make simple to complex movements requiring moderate coordination, such as use of switches, levers, handles, power and hand tools, etc. Some tasks require the ability to perceive and discriminate sound, visual perception and oral communications ability. Tasks are regularly performed with exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, cold, heat and infectious waste.

Tasks involve the ability to exert moderate, though not constant, physical effort. Depending on traffic flow at container site there is a possibility of prolonged standing, walking, bending, reaching, and lifting of light to medium weight (10-50 lbs).



**Cumberland County
Position Description Form
(CCPD02)**

(Human Resources Dept. Use Only)

Approved Classification Maintenance Worker SG 57

Effective Date July 2020

Position Number 124000652

Exempt _____ Non-Exempt x

Please refer to the Instructions for Completion of the Position Description Form for guidance on completing this form.

The information written regarding the position indicated is of great value in understanding and evaluating the duties and responsibilities of the job. The questions are designed to assist the supervisor and employee in describing the work and clearly explaining the duties and responsibilities.

Be sure to answer each question carefully and answer so that anyone who does not know the job can understand the functions and requirements of the job. Think and write in terms of what is required and how and why it is done. Specific examples and samples of tasks will be helpful.

SECTION I – POSITION IDENTIFICATION

1. Present Position Title Heavy Equipment Master Mechanic	2. Present Position Number 124000652
3. Proposed Change to Position Title Maintenance Worker	4. Usual Working Title of Position Solid Waste Maintenance Worker
5. Name of Immediate Supervisor	6. Department/Section/Unit
7. Name of Department Head	8. Street Address 698 Ann Street, Fayetteville
9. Name of Employee	10. Location of Workplace, Bldg. and Room
11. How long have you been in the job? Years: _____ Months: _____	12. Telephone Number

SECTION II - GENERAL INFORMATION

A. Primary Purpose of the Organizational Unit:

To provide an efficient sanitary collection and environmentally sound disposal of solid waste to recyclable materials for citizens of Cumberland county.

B. Primary Purpose of the Position:

Pick up trash and litter. Clean equipment and assist with pumping out scales and other functions at the landfill.

C. Work Schedule:

Monday - Friday

D. Normal Work Hours:

40 hours per week; normal work hours 7:00 a.m. – 4:00 pm

E. Change in Responsibilities or Organizational Relationship Since Last Reviewed:

Duties have been revised to reallocate the position down from a Heavy Equipment Master Mechanic to a Solid Waste Maintenance Worker.

SECTION III – POSITION INFORMATION

A. DESCRIPTION OF FUNCTIONAL AREAS, RESPONSIBILITIES AND DUTIES

Reference Instructions for Completion of the Position Description Form for guidance in documenting these areas. Be sure to indicate the percentage of time (%) spent on each responsibility in the left column. Put an asterisk () in the right column by the functions that are considered essential.

Method Used: Order of Importance x Sequential Order

Percent of Time	Functional Areas/Responsibilities/Duties	ADA Essential Function
70%	Clean tracks and equipment using pressure washer at intervals assigned by Maintenance Supervisor. Pressure wash container sites at intervals assigned bu Maintenance Supervisor.	
10%	Police landfill, tire trailers, recycling area and convenience center, and pick up debris and depositing in proper receptacles; empty refuse and recyclable material in proper receptacles. Pick up all windblown litter.	
5%	Assist landfill patrons and direct the public to proper disposal sites. Steps in for Ann Street convenience site monitor in lieu of his absence.	
5%	Manually pump sumps and Waste Wizard truck scales as required.	
5%	Assists with fueling equipent, blowing out air filters, and greasing equipment on occasion when fuel truck operator needs assistance.	
5%	Use magnet to remove nails from landfill site	

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks as directed by their manager or supervisor.

B. OTHER POSITION CHARACTERISTICS:

1. Accuracy Required in Work:

100% accuracy is important for the safety, and compliance with our DEQ permit for windblown litter.

2. Consequence of Error:

Can cause safety issues and job assignments to be done incorrectly. Loss of revenue; violation of permit for windblown litter; damage to equipment; personal injury.

3. Instructions Provided to Employee:

Written or oral daily assignments from supervisor.

4. Guides, Regulations, Policies and References Used by Employee:

County regulations/policies, solid waste management ordinance/regulations/policies.

5. Supervision Received by Employee:

Written and oral instructions are provided.

6. Supervision Provided and Number of Employees Supervised:
Directs the daily activities of community service and temporary workers assigned to area
7. Variety and Purpose of Personal Contacts:
Establish a relationship with the public and various companies in regards to white goods recycling & sale.
8. Physical Effort:
Must have ability to exert very moderate, though not constant physical effort typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.
Must be able to lift, carry, push and/or pull objects and materials of moderate weight up to 50 pounds.
Must have ability to perform simple to complex movements requiring moderate coordination.
Must have visual perception and ability to discriminate colors.
Must be able to perceive and discriminate odors/sounds.
9. Work Environment and Conditions:
Employees are subject to hazards associated with working in inside and outside environments, in extreme hot and cold weather, with exposure to dirt, dust, loud noises, odors, pollen, machinery, toxic fumes, oils, gases, chemicals, or flammable liquids. Work subjects employees to compliance with OSHA Safety standards, policies, and regulations.
10. Machines, Tools, Instruments, Equipment and Materials Used:
Primarily a trash grabber. Pick up with pull behind magnet, hand operated rolling magnet, trash compactor, 20-, 30-, 40-yard boxes, hand tools, lawn mower, string trimmer, edger, light duty truck, power washer, rake, shovel, broom, garbage picker, log book, cleaning supplies, and paints. A wide variety of hand tools and manual and electric pumps.
11. Visual Attention, Mental Concentration and Manipulative Skills:
Observe activities taking place throughout the entire landfill site, paying close attention to citizens needs and traffic flow. Some tasks require the ability to perceive and discriminate sounds, visual perceptions, and communication. Have the ability to manipulate compactor controls and ground maintenance equipment using moderate coordination.
Must have the proper skills to take items apart and be safety conscious.
12. Safety for Others:
Observe and enforce departmental safety procedures and practices as applicable, i.e., clean spills immediately, allow no one to operate compactor except site attendant, make sure vehicles/equipment operate in a safe manner.
13. Dynamics of Work:
Good communication skills with the public and co-workers. Must be able to adapt and use common sense judgment when working with the public and other situations while following department guidelines and safety procedures.

SECTION IV –SKILLS, EDUCATION AND EXPERIENCE

A. **KNOWLEDGES, SKILLS & ABILITIES:**

Must have working knowledge of the proper methods and safety precautions for general grounds maintenance work and in the removal of white goods components; standard methods, materials and equipment employed in basic landscaping and grounds maintenance operations and in the removal of white goods components. Must be able to understand and follow oral and written instructions, operate hand pickers, bend and stoop for litter pick up, walk up and down steep landfill slopes; Able to use power and hand tools used in removal of white goods components and general grounds maintenance; exercise tact and courtesy in contact with the general public consistently perform essential functions of this position under varying weather conditions.

Quality of Work: Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility.

Adaptability: Ability to maintain effectiveness when experiencing major changes in work tasks or the work environment. Ability to adjust effectively to work within new work structures, processes, requirements, or cultures.

Quantity of Work: Performs described essential functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to supervisor with respect to vacation time and leave requests. Attends required meetings and discussions on time.

Initiative and Enthusiasm: Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises competent judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement when appropriate and needed.

Cooperation: Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions to encourage and improve cooperation both intra- and interdepartmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine, establishing a personal schedule accordingly. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

B. MINIMUM AND PREFERRED EDUCATION AND EXPERIENCE

1. Required Minimum Education and Experience:

High school diploma or GED, supplemented by six (6) months of experience in dealing with the public; or an equivalent combination of education, training, and experience.

2. Management Preferences:

[Enter information here]

SECTION V – REQUIRED LICENSE OR CERTIFICATION

Driving is an essential function of this position. Must have or obtain within sixty (60) days and maintain a valid North Carolina Driver’s License with an acceptable driving record.

Background check with local law enforcement agency required.

Requires drug-screening test and receipt of negative results for the use of drugs specified in the County policy.



Cumberland County SOLID WASTE HEAVY EQUIPMENT MAINTENANCE TECHNICIAN

CLASS CODE	7301	SALARY	\$45,077.47 - \$721,213.95 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	July 11, 2019

Position Overview

Under general direction, the primary purpose of this position is to perform semi-skilled work operating the fuel service truck for the Solid Waste Management Department. The fuel service truck is used to refuel and lubricate diversified gasoline and diesel county equipment on a daily basis. Employees in this position are responsible for conducting a preventive maintenance inspection each morning and reporting any identified problems to the shop mechanics for repair. As time and workload permit, the employee will train to service heavy equipment.

Examples of Duties

Conducts daily preventive maintenance inspections of the fuel service truck and reports any identified problems, equipment malfunctions, etc. to the shop mechanics for repair. On a daily basis, travels to various job sites for the purpose of refueling and lubricating a variety of gasoline and diesel equipment and vehicles. Maintains records of fuel, lubricants, and equipment usage, identified problems, equipment malfunctions and repairs, and prepares monthly reports for submission to the supervisor. Performs routine maintenance on equipment as assigned, changes oil filters, exchanges lubricants, etc. Observes all departmental safety practices and procedures; and, ensures compliance with established policies, procedures and standards. As time permits, trains to learn how to do mechanic work on heavy equipment and operate other heavy motorized equipment. Employees perform related work as required.

Minimum Qualifications

High school or General Educational Development diploma and one (1) year of truck driving or heavy equipment operation experience; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Considerable knowledge of the operation of fuel equipment, and of the operation of a fuel service truck and the associated safety precautions. General knowledge of the hazards and applicable safety rules and regulations related to the fuel service truck and equipment, and a working knowledge of the geography of the County and the location to which he/she will be required to travel. Ability to develop skills in the operation of various types of equipment as time permits, and the ability operate said equipment skillfully, safely, and in accordance with traffic laws and regulations. Ability to clean and assist in minor repairs to equipment; understand and follow oral and written instructions; exercise tact and courtesy in contacts with the public; perform physical labor required of the position; and establish and maintain effective working relationships as necessitated by work assignments.

Conditions of Employment

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record. Must

obtain and maintain a valid NC Class A Commercial Driver's License (CDL) with Hazmat Endorsement within 6 months of hire.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

Must meet industrial physical examinations such as sight, hearing, cardiovascular, pulmonary, chest x-rays, blood pressure, blood sugar and lead levels; chemistry profiles such as cholesterol and liver functioning, etc., after employment as a condition of continued employment.

ADA and Physical Requirements

Requires the ability to perform simple to complex coordinated movements needed to operate vehicles and equipment and to use switches, levers, handles, power and hand tools, etc. Some tasks require the ability to perceive and discriminate sound, depth, visual perception and oral communications ability. Tasks are regularly performed with exposure to adverse environmental conditions, such as dirt, dust, pollen, chemicals, heat, disease, toxic substances, or wetness. Work may subject employee to compliance with final OSHA standards on bloodborne pathogens.

Tasks involve moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of moderately heavy objects and materials (20 – 50 pounds).



Cumberland County Solid Waste Truck Driver

CLASS CODE	7120	SALARY	\$47,331.34 - \$75,730.14 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	March 06, 2024
REVISION DATE	March 06, 2024		

Position Overview

Under general direction, these positions operate heavy trucks to transport solid waste material and recycling material. Service is provided to schools, County facilities, container/recycling sites, Household Hazardous Waste Facility, Ann Street Landfill, Construction and Demolition Landfill, and Wilkes Road Treatment & Processing Facility. Employees perform vehicle maintenance; clean around containers and container sites; and perform related work as required.

Examples of Duties

Operates roll-off truck, front end loader, and knuckle boom truck in the transportation of containers between County container sites, government facilities, landfills, recycling businesses, privately owned businesses, and County schools. Connects and disconnects all container boxes. Unloads truck/container at appropriate landfill or recycling facility; receives ticket for debris that is being disposed; and completes daily report for all stops including begin/end time and begin/end mileage. Examples of work drivers may perform includes the pick-up and hauling of 20-yard boxes of glass to Raleigh, pick-up and hauling of 40-yard boxes of cardboard from post office to recycling area at landfill, pick-up and hauling of 20 and 30-yard boxes from scale house and Subtitle-D container box areas to landfill working face, pick-up and hauling of tires from container sites and Ann Street tire area. Employees operate front end loader and provide container delivery and pick-up of 8-yard boxes from County facilities; cardboard recycling from schools; and plastic recycling from container centers, County/state facilities, distribution centers and numerous other businesses. Employees clean trucks daily by using a fire hose to remove dirt and steam genie to remove grease; clean wash rack area after cleaning vehicle; perform vehicle inspection before and after operating truck and complete vehicle inspection report; report vehicle malfunctions to Heavy Equipment Mechanic Foreman and record malfunctions on daily report; and refuel trucks.

Minimum Qualifications

High school or General Educational Development diploma and two (2) years of experience involving operation of heavy trucks in a landfill or construction setting; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Considerable knowledge of the operation of heavy trucks and heavy motorized equipment, hazards and applicable safety rules and precautions in the operation of heavy trucks; and traffic laws, ordinances and regulations related to the solid waste disposal and operation of heavy trucks. General knowledge of the geography of the County and

the location of roadside container sites; and organization of the department, and of related departments and agencies. Ability to develop skill in operation of heavy equipment; operate heavy trucks skillfully, safely, and in accordance with traffic laws and regulations; clean and assist in minor repairs to heavy trucks and related sanitation equipment; understand and follow oral and written instructions; exercise tact and courtesy in contacts with the public; perform physical labor required of the position; and establish and maintain effective working relationships.

Conditions of Employment

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record. Must have and maintain a valid North Carolina State Class B Commercial Driver's License with an acceptable driving record.

Will be required to report to duty 24-hours a day, 365 days a year, as needed (for storms, fires, snow and ice removal, etc.).

Must be able to receive certification in Manager of Landfill Operations within three years of hire.

Must meet industrial physical examination for sight, hearing, cardiovascular, pulmonary, chest x-rays, blood pressure, blood sugar and lead levels, chemistry profiles such as cholesterol and liver functioning, etc., prior to employment.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work requires the ability to make simple to complex coordinated movements needed to operate vehicles and equipment to use switches, levers, handles, power and hand tools, etc. Some tasks require the ability to perceive and discriminate sound, depth, visual perception and oral communications ability. Tasks are regularly performed with exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, extreme cold, extreme heat, noise, vibrations, gases, oil or infectious waste. Work may subject employee to compliance with final OSHA standards on bloodborne pathogens.

Tasks involve the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing, balancing, stooping, kneeling, crouching and which may involve some lifting, carrying, pushing and/or pulling of objects and materials weighing 50-100 lbs.



Cumberland County Weighmaster

CLASS CODE	7117	SALARY	\$37,085.34 - \$59,336.55 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	July 01, 2019

Position Overview

Under general direction, the purpose of the position is to supervise weight scale operations at County landfills. The employee in this classification plans and supervises the daily reception and procession of all solid waste vehicles entering and exiting County landfills; supervises staff; ensures compliance with applicable regulations and policies; and prepares reports, records and other documents pertaining to assigned activities. Performs job related work as required.

Examples of Duties

Plans, assigns and supervises the daily activities of the weight scales at the County landfills. Prioritizes and assigns work to staff; implements Department policies; and ensures assigned operations adhere to safety standards and comply with applicable County, state and federal regulations and guidelines. Supervises Assistant Weigh Masters engaged in inspecting, weighing and directing the disposition of incoming solid waste vehicles, issuing charge slips and collecting cash, and logging and maintaining related records. Performs a variety of supervisory duties including developing work schedules, approving leave requests, assigning work, ensuring employees follow safety and quality guidelines; providing guidance and direction; evaluating work and taking disciplinary action as necessary. Instructs operators and employees about landfill procedures and practices. Prepares and/or reviews records pertaining to scale operations including records of solid waste tonnage collected, charges, etc. Prepares revenue reports, and other information used in planning landfill administration and security. Prepares records on mulch and tire tonnage, sales and expenditures. Opens charge accounts for landfill customers; manages the billing and collection of these accounts. Communicates with the general public regarding landfill policies, weight scale procedures charges, and regulations governing solid waste disposal and other issues pertaining to assigned program.

Minimum Qualifications

Graduation from an accredited two-year college or technical school with a degree including course work emphasis in business or a related field and two (2) years of experience and/or training involving the supervision of staff, maintenance of records and application of solid waste disposal regulations; or High school diploma or General Educational Development diploma and four (4) years of experience as previously described; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Has considerable knowledge of the methods, procedures and policies of Cumberland County as such pertains to the performance of the essential duties of Weigh Master. Has considerable knowledge of principles and practices of operating solid waste disposal scales and directing waste disposal at landfills; of supervising staff; and of preparing and maintaining operational records and reports. Has considerable knowledge of the laws, ordinances,

standards, and regulations pertaining to the essential duties and responsibilities of the position. Has considerable knowledge of the organization of the department, and of related departments and agencies. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has considerable knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with which position interacts.

Conditions of Employment

Requires Weighmaster license.

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed mostly in an office environment; however, employees occasionally work outside to inspect loads or walk traffic lines in inclement (cold, heat, rain, snow) weather. Employees climb ladders and stairs occasionally to inspect loads; walk the traffic line as needed to expedite the movement of traffic; and lift, carry, and move boxes of tickets. Requires the ability to perform coordinated movements needed to operate office equipment and a motor vehicle. Some tasks require the ability to perceive and discriminate sound, odor, visual perception and oral communications ability. Tasks may risk exposure to odors, dusts, chemicals, heat, wetness, disease and toxic substances. Work may subject employee to compliance with final OSHA standards on bloodborne pathogens.

Tasks involve the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).



Cumberland County Department GIS/Mapping Technician

CLASS CODE	2104	SALARY	\$47,331.34 - \$74,730.14 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	August 13, 2024

Position Overview

Under general supervision, the purpose of the position is to perform technical design work within the Planning and Inspections or Tax Administration Department by creating the output of technical maps, land use plans and photos, site plans for graphic presentations, entering data to update technical drawings and maps, and assisting the general public and local governments with locating data and information and reproducing maps. Employees update technical drawings and maps using digital mapping programs in GIS, AutoCAD and Photoshop. Work is performed under the supervision of the program manager or department head and is evaluated by direct observation of daily activities, retrospective review of employee’s actions in various situations, and review of employee’s written reports and completed forms.

Examples of Duties

Employees research property ownership, location, acreage, easement and Right of Way information by utilizing deeds, plats, legal documents and other records for the purpose of developing and maintaining maps for rezoning, waivers, Board of Adjustment site plans and tax assessments. Employees utilize deeds, plats, legal documents, and other records for developing, updating, and maintainin maps. Create sketch maps and produce digital copies of tax maps for use in field survey/appraisal work and prepare list of pin numbers to key into database to create address mailing list. May conduct field work surveys to gather land use information needed for maps and technical documents and photograph site information with digital camera. Create and update land use data base. Maintain and update files and documents. Provide updated zoning information to Zoning Officers and Tax Administrator’s Office. Provide general and technical assistance to landowners, County agencies/employees, and the general public regarding property location, zoning classification, topographic and ortho-photo maps, and zoning information.

Minimum Qualifications

Education and Experience:

Graduation from an accredited two-year college or technical school with a degree in cartography, civil engineering, land surveying, Computer aided design, or graphic design, or a related field and two (2) years of experience and/or training in cartography work, CAD and GIS; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Considerable knowledge of the methods, procedures, and policies of Cumberland County as such pertains to the performance of the essential duties of the position. Working knowledge of the principles and practices of legal deed descriptions, drafting and cartography, to include utilizing department specific CAD and/or GIS software(s); Microsoft Office and Adobe Photo Shop software; organization of the Department, and of related departments and agencies; occupational hazards and safety precautions required to perform the essential functions of the work.

Some knowledge of the laws, ordinances, standard, and regulations pertaining to the essential duties and responsibilities of the position. Ability to establish and maintain cooperative and effective working relationships.

Conditions of Employment

Positions assigned to Tax Administration

Completion o the Fundamentals of Property Tax Listing and Assessing (Machinery Act) course within 12 months of hire.

Certifications as a NC Property Mapper within two (2) years of hire.

Some positions within this classification may require driving as an essential function of this position. If so, the candidate must have or obtain a valid North Carolina Driver's License within sixty (60) days of employment and maintain the license with an acceptable driving record.

Some positions within this classification may require on-call work on a rotating basis.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

The worker may be exposed to both inside and outside environmental conditions to include subject to extreme cold and heat depending upon location assigned. Tasks may risk exposure to adverse environmental and atmospheric conditions, such as dirt, dust, pollen, mold, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, traffic hazards, toxic agents, violence, animals, insects, disease, or pathogenic substances. Requires the ability to perform coordinated movements needed to operate office equipment, computers and drafting instruments. Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require the ability to perceive and discriminate sound. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Tasks involve the ability to exert moderate physical effort in light work, typically involving some combination of stooping, climbing, balancing, reaching, standing, walking, fingering, grasping, feeling, talking, hearing, repetitive motions, kneeling, crouching and crawling, and which may involve lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). Some of these activities occur on a monthly basis with duration of approximately one week of outdoors field work, while others are done on a daily basis to complete the duties of the position's work.



Cumberland County

Graphic Design / Information Specialist I

CLASS CODE	2901	SALARY	\$49,697.91 - \$79,516.65 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	April 30, 2014
REVISION DATE	August 09, 2016		

Position Overview

Employees in this class perform graphic design and/or public information work within a county department or in the county's Public Information Office. Graphics work may include creating and producing materials and/or publications for print, on-line publishing, multimedia, and other mediums to support public information, communications, and marketing efforts or to promote, instruct and educate others about programs, services and resources. Public information/journalistic work may include in writing and editing news and informational materials to promote and explain department/county programs and activities; and updating the website and social media. Employees may be responsible for planning, preparing, and disseminating news releases and feature stories through the various news media on a variety of subject areas which do not ordinarily involve interpretation of highly controversial, technical, or otherwise complex matters. Work may involve preparing brochures and pamphlets and taking and developing pictures to illustrate written materials. Work is reviewed by a supervisor for content and technical accuracy. Employees perform related work as required.

Examples of Duties

Positions performing graphic design works with a full range of digital images and digital video to create, design, deliver/produce print advertisements, posters, brochures, logos, banners, exhibits/displays, fliers, calendars, newsletters, teaching aids, menus, signage, electronic marquees, electronic scoreboard and billboards, direct mail, video, website and web pages, and other items. Prepares and presents creative concepts and marketing strategies in support of special promotions, events, programs, services and projects; takes action on and completing approved marketing plans, campaigns, and advertising concepts; initiates the process of contracting for outside graphic design, print media, print production, broadcast, multi-media support for marketing/advertising materials as necessary; consults with staff to determine project parameters such as purpose, audience, conceptual focus, scope and concept; and assists with planning promotional campaigns, including campaigns that brand programs and/or services. Public information/journalistic work may include writing news releases, editing and proofreading materials, gathering information and taking photos for communications; creating e-newsletters and editing content submitted by staff, updating website and social media outlets, utilizing multi-media to create content to promote programs and services; working with graphic designer to create visually appealing displays; assisting with the production and coordination of outreach displays and presentations; and providing training to staff responsible for program development on drafting effective program descriptions. Employees may also gather material through interviews and researching data and prepare news stories and articles on department/county programs and activities; and distribute to appropriate news media such as press, radio, and television.

Minimum Qualifications

Graduation from an accredited two-year college or technical school with coursework emphasis in graphic design, graphic arts or a related discipline and two (2) years of experience in graphic design, marketing or advertising; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Thorough knowledge of: the methods, procedures and policies of Cumberland County as such pertain to the performance of the essential duties of the position; graphic design and design concepts; color reproduction; and organizational principles of design and visual art elements. Considerable knowledge and ability to use correct grammar, vocabulary, and spelling, as well as ability to independently compose publicity and informational materials such as press releases, feature articles, memoranda and reports. Working knowledge of: principles and practices of public relations, and promotional activities and techniques; applicable laws, ordinances, standards and regulations in order to present quality promotional and informational materials; printing/off-set processes; and standardized and non-standardized methods and concepts for design and delivery of product. Ability to: represent the organization in a positive professional manner, make presentations and communicate clearly and effectively orally and in writing; establish and maintain cooperative and effective relationships with intra- and inter-departmental personnel, as well as any external entities with which the position interacts; promote subject matter in a wide variety of visual media; research, evaluate, assess, recommend, advise and implement various software and equipment purchases related to desktop publishing; develop short and long-range design strategies intended to reach a wide audience; evaluate and recommend various media, including but not limited to: stock, weight, finishes, printer compatibility, and color; manage multiple tasks, deadlines, and unexpected requests; Ability to take photographs, and demonstrate good judgment and work without close supervision.

Conditions of Employment

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting and requires the ability to perform simple movements requiring moderate coordination. Tasks regularly require verbal communications ability. Tasks are regularly performed without exposure to adverse weather conditions such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances. Must be able to perform coordinated movements such as operating office equipment. Tasks require visual perception and discrimination. Tasks require oral communications.

Other Class Spec Title 2

Employees must be able to exert moderate, though not constant physical effort and ability to lift and push moderate weight up to 40 pounds. Work requires the ability to use hands and fingers to manipulate keyboard, and to bend, stoop, reach and stretch.

SOCIAL WORKER I

This is beginning level social work providing conventional services to clients who have obvious problems requiring well-established patterns of service. Direct services are provided through a variety of programs in human service agencies. Work involves conducting interviews with clients, relatives, and other contacts to obtain information to be incorporated into a social history which will aid in planning for required services. Work involves tasks such as establishing eligibility for specific programs or services, reaching conclusions as to the most appropriate services, and providing services or arranging services. Employees may provide basic casework services as a member of an interdisciplinary team. Employees give information to clients, answer factual questions, give explanations and interpretations of agency policies and procedures that concern the clients or care givers, and make referrals for other services. Employees report to a higher level professional or program manager.

I. DIFFICULTY OF WORK:

Variety and Scope- Employees establish client eligibility for service, obtain client histories, perform initial assessments, develop a plan to provide basic services, explain available services and programs, and refer clients to appropriate programs/agencies for other needed services. Employees may evaluate and document client programs.

Intricacy- Employees utilize a variety of basic assessment tools to identify needs; obtain medical, financial, and social history; and develop a service plan for each client. Service plans include provision of basic services such as supportive counseling, coordination of day care, medical, or in-home services; and referral to other programs/services/agencies. Clients may have multiple problems which require referrals for other services.

Subject Matter Complexity- Work requires a knowledge of the basic elements of social work, of program to which assigned, knowledge of basic assessment tools, how to develop service plans, how to plan for provision of needed services, and knowledge of other agencies/programs so that appropriate referrals can be made.

Guidelines- Employees utilize agency guidelines and federal or state standards. Guidelines are generally specific and applications of these determines eligibility and services provided.

II. RESPONSIBILITY:

Nature of Instructions- Work is performed independently according to established procedures. Employees are generally familiar with the aims and objectives of the program they are providing and minimal daily instruction is required. Supervision is immediately available when problem situations are encountered. On-the-job training is provided by a higher level supervisor.

Nature of Review- Work is reviewed by assessing program practices to determine compliance with regulations concerning the specific program or services. Work is also reviewed through submission of periodic reports, routine conferences with supervisor, and is subject to review in progress.

Scope of Decisions- Decisions regarding assessments and services impact on individual clients and their families; employees may provide direction or instruction to paraprofessional staff, volunteers, or care providers.

Consequences of Decisions- Decisions result in clients either receiving or not receiving appropriate services or appropriate referrals for higher level assistance as needed.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts- Work requires contact with clients, family members and other professional disciplines and service agencies.

Nature and Purpose- Contacts are for the purpose of determining client needs and ensuring that clients and families receive appropriate services. Employees also work with other staff in providing technical assistance and coordinating service delivery.

IV. OTHER WORK DEMANDS:

Work Conditions- Employees work in settings which range from modern public service buildings to home environments in which odors and noise may be present due to functioning level of client.

Hazards- Employees have contacts with clients and other professionals which would not, under normal circumstances, present any danger. Behavioral problems of some clients, such as aggression, could cause bodily injury.

V. RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities: Working knowledge of basic social work principles, techniques, and practices and their application to specific casework, group work, and community problems. Knowledge of governmental and private organizations and resources in the community. Some knowledge of behavioral and socioeconomic problems and their treatment. Ability to establish and maintain effective working relationships with administrative supervisors, with members of case load and their families, and with care providers and various community organizations. Ability to express ideals clearly and concisely. Ability to plan and execute work.

Minimum Training and Experience Requirements: Bachelor's degree in a human services field from an appropriately accredited institution; Bachelor's degree from an appropriately accredited institution and one year of directly related experience; or an equivalent combination of education and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

SOCIAL WORKER II

Work in this class involves providing professional social work services to clients in a variety of settings including local human service agencies, correctional facilities, teaching hospitals, medical schools, psychiatric hospitals and mental retardation centers. Work involves evaluating the client's situation and his/her ability to deal with it, developing a social history, psychosocial assessment, service plan and/or treatment plan and follow-up. Services may include placement in a residential facility; basic counseling, support, and reinforcement in areas such as death and dying, employment, vocational, medical, health, or behavioral issues. Employees address such problems as adjustment to illness or disability, placement into an institution, rest home or nursing facility; financial concerns; socialization issues of the socially handicapped or those debilitated by age or illness. They may provide information to and confer with schools, natural parents and foster parents on habilitation plans, behavior management, and other problem areas or needs.

Employees may be involved in recruitment, evaluation, and training of foster parents and other care providers. Employees may develop community or service resources and/or develop volunteer programs. In certain treatment settings workers participate on habilitation/treatment teams and provide the social work perspective. Positions at this level combine difficult services performed under supervisory guidance with relatively conventional services performed under more relaxed supervision. Work is differentiated from Social Worker I by the range of cases, the difficulty of personal contacts, and the theoretical knowledge required to perform the work. Employees report to a higher level professional or program manager.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees independently perform assessments to identify needs and establish an appropriate service/treatment plan and may provide supportive/directive counseling to clients and families in addressing needs. In some settings behavioral approaches are used to maximize client involvement. Employees may serve as inter/multi-disciplinary team member. Employees may refer clients and families to a variety of services to meet financial, psychological, emergency care, emotional, or other needs. Employees may assume a case manager role to follow the client through agency and external services.

Intricacy - Clients present employees with a broad range of service needs. Employees, regardless of the setting, must be able to make accurate assessments/evaluations and use analysis and judgment to develop an appropriate service/treatment plan. Employees utilize knowledge of a range of services and of supportive level counseling and other counseling techniques to provide services to clients.

Subject Matter Complexity - Work requires an understanding of social work practices and theories, an understanding of the availability and interactions of a variety of community services and agencies and of a range of service providers. Some settings require a knowledge of medical terminology and disease processes and/or mental retardation/developmental programs and behavior management techniques.

Guidelines - Employees utilize agency guidelines, specific federal or state standards, and principles of a variety of supportive counseling techniques to provide services to clients.

II. RESPONSIBILITY:

Nature of Instructions - Employees are aware of program aims and objectives and address these with clients independently. Employees usually receive new program requirements/regulations and on-the-job training from social work supervisors.

Nature of Review - Direct client interactions, services development, and referrals are documented in accordance with agency requirements. Work is reviewed through quality control, technical and administrative review provided by the supervisor and/or specific regulatory body.

Scope of Decisions - Decisions regarding assessments and services impact on clients and their families; employees may provide direction or instruction to lower level staff, volunteers or care providers.

Consequence of Decisions - Service/treatment decisions affect the client, family, and facility operations and impact on the social psychological emotional, or physical health of the client.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Contacts vary depending upon the agency and/or service area and usually include the client, service providers* community agencies and groups. Contacts may also include volunteers, foster/natural parents, court officials schools nursing homes interns and residents.

Nature and Purpose - Employees work with clients, families, habilitation/ treatment teams in the development and implementation of treatment plans. Contact with other professionals are required in the coordination of services, provision of program orientation and consultation to community.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees work in a variety of service settings which range from modern public service buildings to correctional facilities, community residential facilities, home environments, or institutions where odors and noise may be present.

Hazards - Employees may experience emotional stress due to the nature of interactions with clients or service providers. Behavioral problems such as aggression of clients could cause bodily injury for employees in some settings.

V. RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities - Considerable knowledge of social work principles, techniques, and practices and their application to individual casework group work and community problems. Knowledge of the psychosocial, socioeconomic and behavioral problems and their treatment. Knowledge of governmental and private organizations and community resources. Knowledge of laws, regulations and policies which govern the program. General knowledge of medical terminology, disease processes and their treatment is required In certain programs or settings. Skill in establishing rapport with a client and applying techniques of assessing psychosocial, behavioral, and psychological aspects of client's problem. Ability to establish and maintain effective working relationships with administrative superiors members of case load and their families, and with civics medical, social and religious organizations. Ability to train or instruct lower-level social workers, students, or interns. Ability to express Ideas clearly and concisely and to plan and execute work.

Minimum Training and Experiment Requirements: Bachelor's degree in social work from an appropriately accredited institution; bachelor's degree in a human services field from an appropriately accredited institution and one year of directly related experience; bachelor's degree from an appropriately accredited institution and two years directly related experience; or an equivalent combination of education and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

SOCIAL WORKER III

Work in this class involves providing intensive social work services in serious and complicated cases which require the flexible use of a wide range of social work skills and intervention techniques. Services are provided in a variety of settings including local human services agencies, public health departments, correctional facilities, teaching hospitals, medical schools, juvenile training centers, and state institutions. Work may involve investigation of alleged neglect or abuse; providing in-depth assessment of family dynamics and needs, assessment, intervention and treatment of patients and or families with acute to severe medical and/or emotional disorders and mental illnesses; serving as expert witness at court hearings; or advanced social work intervention, instruction, and research in a teaching hospital. Work is distinguished from the Social Worker II classification by greater involvement in sensitive and traumatic situations such as custody and removal of client from homes, catastrophic and terminal illness, and/or family dysfunction. Employees supervise and train lower level social workers, students, and interns. Employees report to clinic managers, program directors, or unit supervisors.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees provide social work services in the areas of adult and child protective services, custody and adoption, and foster care work which involve the assessment of individual and family dynamics and needs, serving as expert witness at court hearings, crisis intervention, and counseling. Work involves explaining diagnosis and treatment alternatives to patients and families, counseling and participating in education endeavors for physicians, psychologists, nurses, other health disciplines, students and social work interns, and participating in research activities.

Intricacy - Employees use considerable judgment in conducting individual assessments, selecting and providing treatment techniques or dealing with psychosocial aspects or researching catastrophic or terminal diseases. Employees provide in-depth assessment of family dynamics, determine the extent of neglect or abuse, and provide counseling for clients with complex needs. Employees usually refer the most severe cases, such as severe phobias or unusual violence patterns to a higher level social worker or therapist. Employees educate and consult with other staff and community professionals for information purposes and joint case planning. Some didactic consultation may also be involved.

Subject Matter Complexity - Work requires a thorough understanding of social work assessment techniques and treatment approaches primarily of a crisis, supportive, and behavioral nature. Considerable knowledge of legal and administrative aspects of programs. Employees may require knowledge of medical diagnoses, treatment alternatives, disease pathophysiology, biopsychosocial, adaptive, and coping responses to illnesses.

Guidelines - Includes state and federal laws and regulations, JCAHO standards, professional ethics, theories of standard methods and procedures, and quality assurance standards. Employees may participate in development of new theories or adaptation of techniques in the field of social work.

II. RESPONSIBILITY:

Nature of Instructions - Work involves comprehensive child and adult services that are jointly planned with other members of a multi-disciplinary team or protective services committee and supervisors. Assessment and intervention are performed with considerable independence. Medication issues are referred to physicians and legal precedents are utilized in some settings.

Nature of Review - Work is reviewed by unit supervisor, program manager, or higher level clinician, usually on a general basis except for review of sensitive legal, abuse, or commitment situations.

Scope of Decisions - Directly affects clients, their families, foster homes, adoptive parents, adult care facilities and community agencies, depending on case load.

Consequence of Decisions - Assessments, service/treatment decisions affect the safety and well-being of clients in neglect or abuse situations, affects adjustments in adoptive and foster care placements and in long term placements; or the adaptive coping response to illness and surgery.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Includes clients and families, a variety of professional disciplines, community agency groups, court officials, students, interns, or residents.

Nature and Purpose - To determine extent of neglect, abuse, and facilitate move to appropriate setting to assess strengths and risk factors related to physical and mental health; and provide counseling to alleviate family crises. Employees also communicate to facilitate adaptive coping responses to illness and surgery, provide expert opinions to legal officials or medical staff, and provide didactic experiences for students, residents, or interns.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees work in settings which range from human services agencies, clinics, hospitals, or offices, but often involve visits to client's home or contacts in institutions or correctional facilities.

Hazards - Includes contacts with clients and/or family members who may be hostile, resistant, and violent.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of social work principles, techniques, and practices, and their application to complex casework, groupwork, and community problems. Considerable knowledge of a wide range of medical, behavioral, and/or psychosocial problems and their treatment theory. Considerable knowledge of family and group dynamics and a range of intervention techniques, governmental and private organizations, and resources in the community, laws, regulations, and policies which govern the program. General knowledge of the methods and principles of casework supervision and training. In certain settings, considerable knowledge of medical terminology, disease processes and their treatment as they relate to decisions regarding clinical interventions and appropriate therapies based on medical or psychological diagnosis. Skill in establishing rapport with a client and in applying techniques or assessing psychosocial, behavioral, and psychological aspects of client's problems. Ability to supervise, train, or instruct lower-level social workers, students, or interns in the program. Ability to establish and maintain effective working relationships with members of case load and their families, as well as civic, legal, medical, social, and religious organizations. Ability to express ideas clearly and concisely and to plan and execute work effectively.

Minimum Training and Experience Requirements - Master's degree in social work from an accredited school of social work; Bachelor's degree in social work from an accredited school of social work and completion of the Child Welfare Collaborative (Child Welfare positions only); Bachelor's degree in social work from an accredited school of social work and one year directly related experience; Master's degree in a human services field and one year of directly related experience; Bachelor's degree in a human services field from an accredited college or university and two years directly related experience; Bachelor's degree from an accredited college or university and three years of directly related experience



Cumberland County Human Resources Associate

CLASS CODE	1810	SALARY	\$35,319.38 - \$56,511.00 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	August 24, 2021

Position Overview

Employee serves as the technical support for human resource programs. Specific tasks include serving as Records Manager and administrative processing in support of various HR forms and documents to include pay action processing, and time/leave processing. Position is the information portal of entry to convey, retrieve and explains various HR information.

Examples of Duties

This position may process over 2600 personnel actions annually where this position is the work initiator. Further, based on turnover, the county may recruit for over 300 positions. This position processes pay actions in support of that effort and reviews forms and documentation in accordance with salary policies and procedures. Forms are processed utilizing the required software system based on its functionality to include not only new hires, but promotions, resignations, terminations, transfers, etc. Position works closely with its partners in this endeavor to include payroll for information flow and adherence to actions schedule; with department liaisons to ensure accuracy of documentation and requests information as needed. Position also processes all pay actions resulting from the budget cycle where mass employee changes may occur due to market, turnover or implementing classification study pay changes. Work involves a team effort with the classification/compensation analysts who initiates pay changes from these required studies and serve as final approvers. Position must adhere to strict processing timelines and understand work prioritization as it impacts employee pay.

This position serves as the administrator of records that impact over 2400 positions. Position must adhere to all records and retention rules, HIPPA, NCGS 153A-98 for public records access, legal requirements for pending litigation, and ensure all releases are on hand for records access. Critical to this position is initiation of the record, including maintenance, and purging documents relative to all documentation requirements and that records are established and maintained based on those requirements. Position provides information from these records including verifying employment, reference checks, and inquiries. Position is responsible for all projects associated with such records to include transitioning records from hardcopy files to electronic utilizing the Laserfiche software, and ensures timeliness based on established project plan. Position must scan records, note progress of file conversions, ensure record transition completeness, notice of file destruction, including who always has access to files and location. Due to legal implications, position serves as the gatekeeper to these files specific to files access and information retrieval.

Minimum Qualifications

Graduation from high school or GED and four (4) years of progressive administrative work with one (1) of those years providing technical support to a human resources program; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Considerable knowledge of office administration techniques; working knowledge of policies, provisions and insurance regulations of benefits programs and recruitment requirements; working knowledge of the County personnel policies and procedures and State and federal laws related to privacy of personnel records; working knowledge of theories, principles and practices of human resource administration, especially for assigned functions; knowledge of computerized office suite software and other similar software; ability to gather and analyze information and complete reports; ability to analyze and use policy and procedures to resolve problems; ability to maintain the confidentiality of personnel records and discussions; ability to establish and maintain effective working relationship with other officials, department heads, employees, and the general public; ability to communicate effectively in oral and written forms; ability to perform duties within strict deadlines with close attention to detail.

Conditions of Employment

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Employees are subject to hazards associated with office work such as ergonomic and visual acuity issues. Must be able to physically perform the basic life operational functions of stooping, reaching, walking, fingering, grasping, hearing, talking, and repetitive motions. Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects. Must possess the visual acuity to prepare data and statistics, work with accounting processes, handle proofing tasks, do extensive reading, and operate a computer terminal.



Cumberland County Library Page

CLASS CODE	3101	SALARY	\$15.97 - \$25.56 Hourly
BARGAINING UNIT	Not Applicable	REVISION DATE	February 02, 2013

Position Overview

Employees perform library support work that results in making library materials readily available and easily accessible to library customers. Employees are primarily responsible for the orderly maintenance and organization of the library collection. Proactive customer service responsibilities include assisting customers in the use of self-checkout; directing customers in the use of the online room reservation system; and assisting customers with library card self-registration and sign-up procedures for the public computer lab. Work is evaluated by observation and inspection of results typically by a Library Circulation Manager or an upper level support position.

Examples of Duties

Employees alphabetize and numerically arrange materials on library carts; shelve materials; straighten and shelf-read the library collection; and shift materials to avoid overcrowding. Employees assist customers in accessing library accounts and refer questions to Circulation staff; provide basic instruction to customers on use of library equipment and materials. Occasionally employees assist circulation staff in pulling items from shelves; answer phones; prepare library cards for distribution; collect book drop for check-in; and assist with processing weeded material. Employees perform related work as required.

Minimum Qualifications

Completion of 8th grade supplemented by sufficient education to provide some familiarity with a variety of library materials.

Knowledge, Skills and Abilities

Basic knowledge of current resources and content available on library website; basic knowledge of library card registration requirements; basic knowledge on the use of photocopiers, fax and change machines, Vendacard machines, public computer reservation software, room reservation software and self-checkout machines; and working knowledge of online public catalog;. Ability to perform numerical and alphabetical configurations and arrangements; ability to follow instructions; ability to communicate clearly; and an ability to maintain effective working and interpersonal relationships with co-workers and the general public. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license.

Conditions of Employment

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested

for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds.

Must be able to perform coordinated movements such as operating office equipment and keyboarding.

Some tasks require visual perception and discrimination.

Some tasks require oral communications.



Cumberland County Library Technician

CLASS CODE	3102	SALARY	\$34,249.09 - \$54,798.55 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	July 09, 2019

Position Overview

Under direct supervision, employees perform technical library support duties at a Circulation Desk at the Cumberland County Library headquarters, community branch libraries, and regional branch libraries. Employees assist Library Associates and Library Circulation Managers in checking in and out library materials; registering customers for library accounts; collecting fees and fines; and assisting customers with simple author, title, and subject searches. Non-supervisory responsibilities and the limited complexity and variety of technical library tasks performed, distinguish this work from that recognized in the work of Library Associates. Employees generally receive guidance and supervision from a Library Associate or a professional level librarian.

Examples of Duties

Employees perform tasks at the Circulation Desk, including checking library materials and books in and out; assist customers in use of self-checkout; register patrons for a borrower's card, issuing new cards, preparing books to be shelved, placing books/materials on hold; and collect overdue fees. Assist in collection weeding; direct customers to online public catalog; maintain magazine and newspaper inventory, including processing and updating database; monitor the work of Library Pages; attend outreach events; and assist library customers in the use of library equipment and systems. Process inter-library loan materials received through mail. Perform data entry and record keeping in updating customer accounts; utilize library software to explain fees owed by customers; order and maintain supplies; and prepare daily cash report as assigned. Perform related work as required.

Minimum Qualifications

High school diploma or GED and one (1) year of public contact experience and familiarity with basic library procedures and a demonstrated knowledge of computers. Must be able to spell accurately and possess keyboarding skills.

Knowledge, Skills and Abilities

Considerable knowledge of library policies and procedures regarding card registration, public computer use, and fee assessments; working knowledge of the library collection; working knowledge of online public catalog; working knowledge on the use of photocopiers, fax, and change machines, Vendacard machines, public computer reservation software, room reservation software and self-checkout machines; and a basic knowledge of current resources and content available on the library website. Must have ability to operate library automation system and the online public catalog; ability to maintain accurate statistics and prepare routine reports; ability to follow instructions; ability to communicate clearly; and an ability to maintain effective working and interpersonal relationships with co-workers and the general public.

Conditions of Employment

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office environment. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds; occasionally must be able to exert up to 50 pounds of force.

Must be able to perform coordinated movements such as operating office equipment and keyboarding.

Some tasks require visual perception and discrimination.

Some tasks require oral communications.



Cumberland County Library Associate

CLASS CODE	3103	SALARY	\$40,886.59 - \$65,418.55 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	June 23, 2021

Position Overview

Under general supervision, employees perform complex paraprofessional duties for the County Library. Employees provide customer service to library patrons by conducting research of reference materials, library information systems, and catalogues; provide information pertaining to library resources and equipment; provide one-on-one instruction to customers; and supervise and perform circulation, information or youth desk services. Employees may perform administrative and technical work for an assigned library services function such as preparing bibliographic information for library materials, preparing historical programs; developing displays and other promotional materials; and preparing, editing, and maintaining cataloging information. Employees report to professional librarians or Library Circulation Managers.

Examples of Duties

Employees supervise and/or perform tasks at the Circulation, Information or Youth Services Desk, including checking library materials and books in; assist customers with self-service check-out and library card self-registration, issue new cards, prepare books to be shelved, place books/materials on hold; and collect overdue fees. Employees prepare work schedule for the circulation desk; train and provide guidance to less experienced staff; assist in collection weeding; research information in reference materials, data bases, and provides assistance to library customers. Provide reader's advisory and reference information to patrons; monitor the work of Library Pages; compile readership statistics; attend outreach events; and train library customers in the use of library equipment and systems; perform data entry, record keeping, data base maintenance, cataloging, and/or processing duties for an assigned administrative function/program area such as interlibrary loans, periodical subscriptions, audio visual materials, and law library materials; may conduct programs for adults and all ages audiences. Employees perform related work as required.

Minimum Qualifications

Graduation from an accredited four-year college or university and two (2) years of relevant public library experience or progressive customer relations experience in the public sector; or graduation from an accredited two-year college or technical school and four (4) years of relevant public library experience or progressive customer relations experience in the public sector; or graduation from high school and six (6) years of relevant public library experience or progressive customer relations experience in the public sector; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Considerable knowledge of principles and practices of providing library services in the circulation of books, reference services, and cataloging; considerable knowledge of library terminology and related professional

languages used within the Department. Working knowledge of the methods, procedures, and policies of Cumberland County as such pertains to the performance of the essential duties; working knowledge of the library standards, pertaining to essential duties and work responsibilities; working knowledge of the organization of the Department, and of related departments and agencies. Ability to maintain cooperative and effective relationships with intra- and interdepartmental personnel.

Conditions of Employment

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 40 pounds.

Must be able to perform coordinated movements such as operating office equipment and keyboarding.

Some tasks require visual perception and discrimination.

Some tasks require oral communications.



Cumberland County
Office Support & Services
Description (OSSOG) (CCPD01)

(This Space for Human Resources Dept. Use Only)
Approved Classification: _____
Effective date: _____
Position Number: _____
Exempt _____ Non-Exempt _____

*To the Supervisor & Employee: This written information is of great value in understanding and evaluating the duties and responsibilities of the job. These questions should assist you both in describing the work and clearly explaining the duties and responsibilities.
Read the questions carefully and try to answer so that anyone who does not know the job can understand what the job is. Think and write in terms of what is required and how and why it is done. Specific examples and samples of tasks will be helpful. (If you are completing this description via computer, do not worry about spacing – simply fill out the questions, use as many pages as you need, and make a printed copy when you're done. Sign the printed form and give it to your department head.)*

Current Position Number:

1. Present Position Title: Materials Support Associate I	Department Child Support
2. Usual Working Title of Position:	Section/Unit Fiscal and Administrative
3. Name of Immediate Supervisor	Street Address 109 Bradford Avenue
4. Name of Employee	Location of Workplace, Bldg. and Room No. 5th Floor
5. How long have you been in the job? Years: _____ Months: _____	Telephone Number

SECTION I: GENERAL INFORMATION

A. General Description of the Organizational Unit

The purpose of this position is to oversee the agency's mailing distribution needs internally and externally. The purpose of the Child Support Program is to ensure that non-custodial parents support their children. This unit provides fiscal and administrative services to the department.

B. Major Purpose of the Position

Under immediate supervision, collects, sorts, processes and distributes internal and U S Mail. The position opens all mail, date stamps, sorts into different types of mail. Utilizes Laserfiche to scan incoming mail as the main distribution program to deliver mail to all staff. Maintains the department's terminated file room, processes agency SMI's. Processes all agency post masters and performs general office assistant work in support of the department which may include reception; switchboard duties and providing customer service to the public as to program policy. Performs other duties as assigned or required.

C. Positions Supported

Administrative and Fiscal Unit, Child Support Supervisors, Agents and Clerks, Paralegal,

Staff Attorney I's and Director.

D. Work Schedule:

Monday - Friday

E. Normal Work Hours:

8:00 AM – 5:00 PM

F. Adjustment to Sudden Changes:

Due to the possibility of unexpected changes in child support policy and procedures, the ability to adjust to sudden changes without a loss in efficiency is essential.

G. Changes in Duties and Responsibilities:

None.

SECTION II: DUTIES AND RESPONSIBILITIES

A. Public Contact

This position's mail functions do not require public contact normally within the agency but when providing back up to the other units' members such as the receptionist then the position must always provide excellent customer service while exhibiting enthusiasm. The position makes regular daily visits to the courthouse to deliver and pickup mail on the 5th floor at the county's main mail room so must always maintain a professional demeanor.

B. Records and Reports

The position maintains the department's terminated files. This requires following proper filing and purging procedures while adhering to established security standards. While processing the agency mail and or maintaining the agency physical terminated files, this position must be able to navigate in the Automated Case Tracking System (ACTS). ACTS is a computer-based system that is subject to security procedures as mandated by the North Carolina Child Support Program Policy.

C. Composition

Types correspondence and other materials; enters data into the Automated Case Tracking System (ACTS) which is a computer-based system; reviews and edits materials; verifies accuracy and corrects as necessary; maintains confidentiality of various material and information.

D. Office Equipment Operation

Personal computers, copiers, fax, telephones with or without headsets and all associated office materials.

E. Files

Establishes and maintains a variety of files, filing and retrieving material as necessary.

F. Mail

Sorts and distributes incoming mail; processes outgoing mail and/or courier packages; travels to retrieve or deliver mail; processes certified mail; receives and transmits material via facsimile machine or email.

G. Supervision Exercised (If applicable)

None.

H. Other

Must have the ability to work at a fast pace during high volume periods and maintain a positive demeanor while working in a team-oriented office work environment. Must have the physical ability and dexterity to perform the functions required when sorting, filing, retrieving and delivering mail.

SECTION III: PERCENTAGES OF TIME RANK ORDER OF IMPORTANCE BY FUNCTIONAL AREA

Estimate the percentage of time spent in each functional area. The total percentages of time should equal 100. Rank the functions according to order of importance (1 being most important).

	Based on all Functions	Importance		Based on all Functions	Importance
Public Contact	10%	4	Files	20%	2
Records/Reports	10%	3	Mail	55%	1
Composition	01%	6	Supervision	N/A	
Office Equipment	02%	5	Other (Non-Clerical)	02%	7

SECTION IV: ADDITIONAL CONSIDERATIONS

A. Supervision Received

During initial training period (upwards of 9 months), employee is monitored on daily

basis. Employee receives direct instruction and supervision from the Administrative Program Officer II and the Senior Administrative Support Specialist and or experienced counterparts. Computer based initial instruction is received from the departments Administrative Program Officer I along with web-based training. Supervisor meets regularly with employee to determine areas of strengths and weaknesses to determine coaching/training sessions needed. Some training received in formal setting as scheduled when appropriate. On the job training for this position is very significant.

B. Resource and Guideline Availability

NC Child Support Manual, available online through ACTS, Cumberland County Employees Handbook and Department Policies and Procedures.

SECTION V: QUALIFICATIONS REQUIRED

A. Knowledge, Skills and Abilities

Prefer knowledge of office work unit procedures, methods and practices; ability to deal with the public and provide customer service in a team oriented office work environment; ability to handle stressful situations while being tactful; general knowledge of office accounting and record keeping procedures, mathematics and their application in the work environment; ability to use a variety of office equipment; good organizational skills with the ability to prioritize, coordinate, monitor office work flow and demonstrate computer skills.

B. Minimum Training and Experience

Graduation from high school, supplemented by basic courses in bookkeeping, accounting, or customer service and one-year experience in bookkeeping, accounting, customer service, or clerical work; or an equivalent combination of education and experience. Requires notary public certification within 90 days of hire.

C. On-The-Job Training

Learn to navigate and retrieve information from an automated computer system specific to child support. Observe and retain knowledge along with procedures learned while working closely with supervisor and counterparts.



Cumberland County Multimedia Content Specialist

CLASS CODE	2905	SALARY	\$54,791.94 - \$87,667.11 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	March 27, 2024
REVISION DATE	March 27, 2024		

Position Overview

This classification is the primary contact for content on the organization’s website(s), Intranet, digital signage, social media accounts, and television channel. Classification will design and develop web content, routinely review, maintain and update content, and ensure output aligns with the goals and objectives of the organization. Work is performed under the Deputy Director of Public Information and is evaluated based on assigned duties.

Examples of Duties

Serves as the primary contact for content on the organization’s website and employee Intranet. Works with County departments and management to develop, update and maintain content for the internet and intranet portals, forms, and structures in accordance with the organization’s needs. Ensures compliance with organization policies, procedures, and ethical standards regarding website design and use. Provides guidance and recommendations as necessary to produce professional and relevant website content. Works with departments to address accessibility and ADA compliance issues on website. Ensures all applicable state and federal laws and regulations including data security, privacy, and intellectual property laws are followed. Maintains current knowledge of best practices and emerging developments in web design.

Minimum Qualifications

Graduation from an accredited two-year college or technical school with a degree in Computer Information Technology with course work in advertising and video creation or related field and three (3) years of experience managing website content and video content; or equivalent education and experience.

Sitefinity Content Management System is preferred.

Knowledge, Skills and Abilities

Ability to audit and regularly review existing website, employee Intranet, CCNCTV television channel, and other multimedia content to ensure information is timely and effective, reworking content as needed to improve the end user’s experience. Ability to ensure websites and CCNCTV television channel are updated as needed during emergencies and at other times. Working knowledge of website content management, analytics, design, and best practices and standards. Working knowledge of or ability to quickly learn web content management systems, applications, and tools used by the organization. Excellent verbal and written communication skills. Proficient with Microsoft Office Suite and related software. Knowledge of video collection, processing, and editing. Ability to

maintain effective working relationships with officials, management, department heads, and other employees.

Conditions of Employment

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.

Class Concept

This is paralegal work performed under the general supervision of an attorney in a local county agency. Employees are responsible for a variety of assignments which may include but not be limited to drafting, reviewing, and approving for form and legality various legal instruments; preparing routine opinions on regulations, procedures, and operations of a unit or agency, for an attorney's/agency general counsel's approval; handling complaints and inquiries of a legal nature from the public, and administratively maintaining a law office. Work involves research into laws and legal precedents. Employees may present findings with preliminary legal analysis subject to professional legal review. Work is reviewed through inspection, conferences, reports, and review of completed work.

Recruitment StandardsKnowledge, Skills, and Abilities

- Basic knowledge of case, statutory, and common law.
- Basic knowledge of judicial and quasi-judicial procedures and the rules of evidence.
- Ability to perform legal research in accordance with preliminary instructions as to methods or approach, source material available, and policy and precedent of the office.
- Ability to summarize facts and evidence and prepare legal instruments.
- Ability to communicate clearly and logically in oral and written form.
- Ability to utilize technology in research and writing assignments.
- Ability to create spreadsheets to capture and analyze data.
- Ability to maintain effective working relationships with persons contacted in the course of work.

Minimum Education and Experience

Graduation from an appropriately accredited institution for paralegal training; or

Bachelor's degree from an appropriately accredited institution and one year of substantive paralegal experience; or

High school or General Education Development (GED) diploma and five years of paralegal experience performing delegated, substantive legal work; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.



Cumberland County Permit Specialist

CLASS CODE	8714	SALARY	\$37,085.34 - \$59,336.55 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	November 30, 2023
REVISION DATE	June 03, 2024		

Position Overview

Work in this classification is journey level office and administrative duties in support of a permitting office. Work is generally described as working with the public to support the application and issuance of permits for multiple areas. Problems are brought to the attention of the Senior Permit Specialist and/or Administrative Supervisor over the unit. Work is performed under regular supervision by the Administrative Supervisor and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

Examples of Duties

Employees in this classification work with citizens to facilitate applications for permits. Duties included answering phones, greeting visitors, and responding to emails. Entering applications into a records management system and processing permits. Review of applications, perform background checks, if necessary, draft notice letters, prepare packets for final approval, and research data to support approval or denial. Employees will collect payments for permits and balance/resolve discrepancies. Upon approval of supervisor, positions in the classification will issue permits and communicate with applicants on necessary steps, rules, laws, and regulations.

Minimum Qualifications

Graduation from an accredited two-year college or technical school with a degree in business or secretarial sciences; or an equivalent combination of education, training, and experience.

Knowledge, Skills and Abilities

Knowledge of the assigned department function and purpose with ability to communicate that mission to others in the department and the general public. knowledge of the policies and procedures of the assigned work area; knowledge and ability to use official business practices; ability to communicate effectively and to conduct the department's business in person, by telephone, and email; ability to gather and give information and instructions based on program knowledge and research. Considerable knowledge of punctuation, grammar, spelling, and arithmetic. Considerable knowledge of modern office practices, procedures, equipment and standard clerical techniques. Knowledge of popular and specialized computer-driven word processing, spreadsheet, and database programs. Ability to effectively express ideas orally and in writing. Knowledge of County policies procedures and programs. Ability to establish and maintain effective working relationships with co-workers and other departments in County government. Ability to handle multiple tasks and function successfully in a fast-paced environment. Knowledge of data analytics and ability to develop reports.

Conditions of Employment

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 30 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.



Cumberland County Print & Mail Technician

CLASS CODE	1621	SALARY	\$37,085.34 - \$59,336.55 Annually
BARGAINING UNIT	Not Applicable	ESTABLISHED DATE	November 16, 2023
REVISION DATE	October 21, 2024		

Position Overview

Work in this classification is entry level print and mail processing. The classification processes (retrieve, disseminate, post and deliver) mail for various County department and performs printing duties on multiple print and binding machinery. Work is performed under the supervision of the Print Shop Manager and is evaluated by direct observation of daily activities, retrospective review of employee’s actions in various situations, and review of employee’s written reports and completed forms.

Examples of Duties

Processes incoming and outgoing mail, to include operating postage meter and applying correct postage as required; sorts and distributes County correspondence and packages; travels to the post office and courthouse to retrieve and deposit mail; prepares and ships packages. Processes print requests via the Print Shop helpdesk system; copy print jobs on high-speed copiers; bind print jobs as required to include folding, padding, drilling, stapling, wrapping, cutting, numbering, punching, inserting; assist with other print production and operations as needed. Corresponds and communicates with County department representatives and assists them with their needs in a considerate and friendly manner via email and/or telephone. Prepares monthly reports, moving paper into and out of storage areas.

Minimum Qualifications

Graduation from high school or GED and demonstrated possession of knowledge, skills, and abilities gained through at least two years of office assistant, secretarial, or records processing experience; or an equivalent combination of education and experience.

Management Preference

Experience related to office/print/mail areas of specialization that includes working in mail processing using USPS regulations and/or training involving use of word processing and other related computer software (e.g., Microsoft Word, Microsoft Excel, PDF file manipulation and printing).

Knowledge, Skills and Abilities

Working knowledge of programs, procedures and policies of the department and Cumberland County; working knowledge of punctuation, grammar, spelling, and basic arithmetic; and working knowledge of mail and printing processes and the practices, procedures, equipment and standard techniques applicable to Print and Mail production, including ability to use various mail and printing equipment. Ability to compose proper business correspondence; understand and follow oral and written instructions; exercise tact and courtesy in frequent contact

with County employees and the general public; exercise discretion in use of confidential material; and establish and maintain effective working relationships as necessitated by work assignments.

ADA and Physical Requirements

Work is performed in an office setting. May be exposed to noise, vibration, fumes and odors, temperature changes, electric currents, dirt, dust ad pollen, and traffic hazards.

Requires the ability to perform coordinated movements involving placing and turning motions, such as sorting, filing and retrieving. Tasks involve the ability to exert heavy physical effort in heavy work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and the lifting, carrying, pushing, and/or pulling of heavy objects and materials. Objects are normally less than 100 pounds; however, employees may be occasionally required to push and/or pull heavier objects using pallet jacks and carts.



Cumberland County Public Information Specialist

CLASS CODE	2914	SALARY	\$54,791.94 - \$87,667.11 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	March 19, 2021

Position Overview

Employees in this classification perform responsible professional public relations work coordinating the information flow to the public, employees and other units of governments on a broad range of County programs, activities and services. The classification prepares informational materials for release to news media and the general public.

The position works closely with and performs a coordinative role with the media, civic organizations, County government staff and officials in the accurate dissemination of information. Work includes providing information through various medium including press releases, photography, updating of web sites and social media accounts, coordinating interviews with subject matter experts Work is performed under the direction of the Assistant County Manager for Strategic Management and Governmental Affairs and is evaluated through conferences and the analysis of work performed.

Examples of Duties

Employee in this class write news releases, weekly newspaper column, and bi-weekly newspaper section; designs bi-weekly newspaper section, coordinates with departments on content and topics to be covered, edits and proofreads materials created by departments, gathers information and photos for communications; assists with monthly television show production and weekly radio show appearances by arranging source interviews, creating questions, and coordination with radio stations; updates website and social media outlets with timely news and serves on web content team tasked with improving the County website; takes photographs for website, social media and media releases; coordinates submission for employee newsletter and prepares information for the graphic designer; writes remarks for Commissioners for public appearances; manages live broadcast feed of Board of Commissioners meetings; archives DVDs of meetings and submits to Information Services for website posting; assists with the coordination of outreach events, displays, presentation and programming with various community groups; provides media and public information requests as needed in the absence of the Assistant County Manager for Strategic Management and Governmental Affairs; this position assists in key communications during times of emergencies and disasters. The position works with a moderate degree of independence.

Minimum Qualifications

Graduation from an accredited four-year college or university with a degree in journalism, public relations, media communications, or closely related field and two (2) years of a progressively responsible governmental public information experience; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Considerable knowledge of public information and principles and practices of public relations, media relations in a government setting; considerable knowledge of writing and editing; considerable knowledge of computer systems including social media and other methods of information research and distribution; general knowledge of public relations theories, principles, practices and techniques; knowledge of the geographic layout of the County; skill in effectively expressing ideas orally and in writing; ability to write public information reports and releases; ability to gather and analyze facts on a variety of subject matter and to assemble and present concise reports and presentations; ability to establish and maintain effective working relationships with County officials, news media, and the general public; ability to communicate complex ideas effectively, orally and in writing; ability to use common electronic devices efficiently and effectively; ability to exercise analytical judgment in applying standards to a variety of work situations. Must be proficient in Adobe Creative Suite. Ability to photograph and record video.

Conditions of Employment

Must be available for evening and week-end work as required.

Driving is an essential function of this position. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Requires the ability to perform simple movements requiring moderate coordination. Tasks regularly require oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Must be able to physically perform the basic life operational functions of stooping, reaching, walking, fingering, grasping, hearing, talking, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, handle proofing tasks, do extensive reading, and operate a computer terminal.



Cumberland County Tax Assistant

CLASS CODE	0901	SALARY	\$38,939.61 - \$62,303.38 Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	January 07, 2022

Position Overview

Employees perform a variety of responsible administrative, clerical, research, processing, and public contact work in the County Tax Department. Employees in this class perform a variety of public contact and clerical duties in support of County tax functions. Employees are expected to perform at the journey level within the assigned area requiring knowledge of the collections, assessments, or listing programs and to have a general knowledge of the full tax process in order to assist the public. Duties include assisting the public in a variety of transactions, maintaining and updating records, assisting in the preparation of tax bills, assisting with listing property taxes, and collecting payments. Work is performed using specialized accounting, word processing, and data base software. Independent judgment must be exercised in applying laws, policies, and procedures to specific situations. Considerable tact and courtesy must be exercised in dealing with the public on tax questions and advanced customer service skills are required at all times. Accuracy is required in making calculations, collections, and in entering data into the computer. Work is performed under general and direct supervision, with independence in dealing with the public. Work is evaluated through conferences and overall effectiveness of work performed by the programmatic supervisor.

Examples of Duties

Employees assist taxpayers to list property; review records to ensure correct listings, prepare abstract books, correct errors and update information; respond to inquiries about listing requirements and procedures, key a variety of data into tax listing database such as property and address changes, exemptions, mortgage codes, etc. Employees research a variety of sources to perform discovery of unlisted property; compare current listings to previous listings; review building permits and appraisal records; obtain registration lists of boats; review mobile home ownership lists; and prepare and mail letter to all known taxpayers to perform discovery on unlisted property. Employees calculate penalties and interest charges on delinquent taxes and special assessment accounts; advise delinquent taxpayers on payment options; research and initiate the garnishment process. Work also includes assessing value of personal property such as mobile homes, boats, unlicensed vehicles, trailers, etc. using established schedules; entering on abstracts and in electronic database; importing North Carolina Department of Motor Vehicles' records for vehicle license renewals and new vehicle data on a monthly basis; crosschecking and deleting duplicate information; valuing vehicles using established schedules; establishing new accounts, entering location codes by taxing jurisdictions within the County; entering data into a computerized database to run tax scroll for billing. Employees process tax exemptions for veterans and senior and disabled citizens; explaining program and qualification requirements; assisting individuals to apply; determining eligibility; reviewing exemptions annually and removing tax exemptions from property with ownership change, death, or other disqualifiers. Employees provide assistance to taxpayers and their representatives, attorneys, real estate professionals, and the general public in researching records, provide information on tax laws, policies and procedures; review requests for

adjustments or releases of taxes; prorate, release or refund taxes based on proof; collaborate with others on valuation appeals or controversial issues and valuation problems as needed; perform related work as required.

Minimum Qualifications

High School graduation or GED and one (1) year experience and/or training involving administrative work with public contact and use of computer-driven word processing programs.

Knowledge, Skills and Abilities

General knowledge of the procedures, laws, forms, and records used in the listing, assessment, billing, or collections functions; general knowledge of the full tax process affecting the public; skill and knowledge in automated systems and their applications in the tax office; skill in data entry and retrieval; ability to communicate effectively in oral and written form; ability to make arithmetical calculations; ability to deal courteously and tactfully with the general public in explaining tax laws and policies; ability to establish and maintain effective working relationships as necessitated by work assignments; ability to maintain accurately records and reports.

Conditions of Employment

Depending upon the area of assignment, employees are required to complete the North Carolina Fundamentals of Property Tax Listing and Assessing Course or the North Carolina Fundamentals of Property Tax Collection Course within 24 months of hiring date.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA and Physical Requirements

Employees are subject to hazards associated with an office environment to include working in cramped conditions, retrieving heavy books and associated ergonomic and visual acuity issues.

Must be able to physically perform the life support functions of talking, reaching, stooping, kneeling, lifting, fingering, hearing, talking, and repetitive motions; must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects; must possess the visual acuity to prepare and analyze data and figures, fill out forms, and operate a computer and other office machinery.



Cumberland County
Position Description Form (CCPD02)

(This Space for Human Resources Dept. Use Only)
Approved Classification: _____
Effective date: _____
Position Number: _____
Exempt _____ Non-Exempt _____

To the Supervisor & Employee: This written information is of great value in understanding and evaluating the duties and responsibilities of the job and should assist you in describing the work and clearly explaining the duties and responsibilities. Please read carefully so you can understand what the position requirements are.

TAX	Grade:	Current Minimum Salary: \$	101-410-4153
1. HR Present Position Title: Tax Research Assistant			
2. Usual Working Title of Position:		Section/Unit Real Estate Division	
3. Name of Immediate Supervisor		Street Address 117 Dick Street, Fayetteville, NC 28301	
4. Name of Employee		Location of Workplace, Bldg., and Room No. 117 Dick Street Fayetteville, NC, Courthouse 5 th Floor, Room 530	

A. Primary Purpose of Organizational Unit:

The primary purpose of organizational unit for this position is, under limited direction, to perform technical-clerical and public contact work in the Real Estate Appraisal Division of the County Tax Administration Department.

B. Primary Purpose of Position:

The primary purpose of this position is to perform specialized clerical and technical administrative support functions for the tax programs and revaluation processes for the Real Estate Division of the Tax Administration Department and its services. Employee is responsible for performing clerical work requiring knowledge of routine office practices, procedures, and use of office equipment to include proficiency with popular computer-driven programs such as Microsoft Word, Excel, and file maintenance programs. Performs routine filing, sorting, conducts reviews, edits reports, verifies and researches information from a variety of sources and complies records used in computer database; processes incoming mail to include sorting, date stamping, opening, distribution, research, filing, recording, and preparing notices for mailings. Performs related work as required.

C. Work Schedule Monday – Friday

D. Normal Work Hours 8:00 – 5:00 pm

E. Change in Responsibilities or Since Last Reviewed: None

F. DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

Describe the essential functions in which the employee participates or for which the employee is responsible. Indicate percent of time the employee spends in each functional element. Percentage of time should not exceed 100%.

80% * Performs a variety of duties associated with general clerical duties in support of program operations and services in connection with the Revaluation and Assessment processes. Reviews, sorts, analyzes, researches, and verifies information on incoming mail for processing of Real Property Listing forms, appeal letters, and for mailings notifying taxpayers of the valuation of property; confers with your supervisor as necessary to resolve discrepancies in tax database records.

Compiles information pertaining to computerized files, tax abstracts, and verifies information through a variety of resources to ensure accuracy of information. Creates and/or maintains a database of accounts and information and ensures accuracy and completeness.

15% * Provides general and technical assistance to Department staff as needed. Enters tax-related information into the CAMA system database as needed, reviews edit reports, and research parcels or accounts as needed. Employee reviews all data entry changes and additions to ensure accuracy and completeness. Scans documents on specified servers and into parcel records as needed for retention and research purposes; edits, proofreads and files documents.

5% * Reviews and handles confidential information in accordance with the provisions and penalties as it pertains to the Secrecy Provision for Staff of Local Tax Officials contained in G.S. 153a-148.1 and G.S. 160A-208.1 concerning the improper use of disclosure of confidential taxpayer information and G.S. 105-289 (e) of the North Carolina Machinery Act.

“This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks as directed by their manager or supervisor.”

G. OTHER POSITION CHARACTERISTICS:

Research addresses for returned tax notices or bills; prepares envelopes and mails correspondence or receipts and other information to taxpayers.

Assists other divisions of Tax Administration as workload requires.

Performs related duties as required.

1. Accuracy Required in Work:

Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within the department and division, and with co-workers and the public. Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

2. Consequence of Error:

Not properly following the guidelines and procedures of the North Carolina Department of Revenue would have an adverse impact on the organization and the citizens of Cumberland County. Incorrect tax bills would result in an influx of taxpayer complaints and telephone

calls to the tax office, the Tax Administrator, Chief of Real Estate and Mapping, County Manager and or County Commissioners.

3. Instructions Provided to Employee:

One on one training, written instructions provided by the North Carolina Department of Revenue and Tax Administration guidelines and procedures, training manuals, management meetings and taking notes.

4. Guides, Regulations, Policies and References Used by Employee:

Machinery Act of North Carolina, Cumberland County handbook, the North Carolina Department of Revenue guidelines, Tax Administration policies, and manuals used for training employees performing in specific positions.

5. Supervision Received by Employee:

Coordinator available for one-on-one training and answers questions that arise when employee is working independently. Employee's work is monitored to ensure accuracy. Coordinator monitors and oversees training and performs performance evaluations, The Real Estate Division Manager is also available to assist or answer questions employee may have.

6. Supervision provided and number of employees supervised:

General direction - 0 employees supervised.

7. Variety and Purpose of Personal Contacts:

Coordinator and other managers, immediate co-worker's in work area, contact with co-worker's in other divisions to obtain or provide information, contact with public by phone sometimes face to face.

8. Physical Effort:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

9. Work Environment and Conditions:

Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances. Work may include working in cramped conditions.

10. Machines, Tools, Instruments, Equipment, and Materials Used:

Office equipment such as PC (software associated with operating PC), printer/copier, scanner, calculator, camera, abstracts, discoveries, schedules, other resources used by office for verification.

11. Visual Attention, Mental Concentration, and Manipulative Skills:

Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communication ability. Requires the ability to perform coordinated movements involving placing and turning motions, such as sorting, filing and retrieving.

12. Safety for Others:

Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Ensures that the standards are not violated. Maintains a clean and orderly workplace.

13. Dynamics of Work:

The North Carolina General Assembly imposes new legislation or modifies current laws, unforeseen issues may arise. May incur computer system downtime that impacts the organization productivity and effectiveness.

III. A. KNOWLEDGES, SKILLS & ABILITIES:

Has knowledge of the methods, procedures and policies of Cumberland County as such pertained to the performance of the essential duties of the position. Has considerable knowledge of modern office practices and procedures as related to the duties of this position. Has considerable knowledge of personal computer programs to handle essential duties and responsibilities of reports such as WORD and EXCEL; able to compute figures accurately. Has knowledge of punctuation, grammar, spelling, and arithmetic.

Has working knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has working knowledge of the organization of the department, and of related departments and agencies. Has working knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with which position interacts.

B. 1. Required Minimum Training/education:

High School graduation or GED and one (1) year experience and/or training involving providing clerical and administrative support to office programs; or an equivalent combination of education, training, and experience. Requires training in the application of personal computers.

2. Additional Requirements:

Must have or obtain and maintain a valid North Carolina driver's license with an acceptable driving record; background check with local law enforcement agency required.

IV. License or Certification Required by Statute or Regulation:

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

Attachment H – Sample Contract

MASTER SERVICES AGREEMENT

By and Between
Cumberland County, State
of North Carolina and

For Temporary Employment Services

This MASTER SERVICES AGREEMENT (“**Agreement**”) is entered into as of last date below by and between the County of Cumberland (the “**COUNTY**”), with its principal place of business located at 117 Dick Street 4th Floor, Room 451, Finance Department, Fayetteville, NC 28301 and _____, with its principal place of business located at _____ (“**CONTRACTOR**”).

RECITALS

Cumberland County issued a Request for Proposal (the “**RFP**”) (Exhibit A) (hereby incorporated by reference) in which they sought proposals for Contractors to provide Temporary Employment Services throughout County offices and facilities.

Contractor responded to the RFP on or about _____ to provide certain services to Cumberland County (Exhibit B) (“**Vendor’s RFP Response**”) (hereby incorporated by reference).

Contractor has demonstrated expertise in providing such services, has represented that it has the requisite knowledge, skill, experience and other resources necessary to perform such services and is desirous of providing such services for Cumberland County.

The approved bid award recommendation for _____ and _____ other vendors, in accordance with the “**Bid Award Schedule**” (Exhibit C) (hereby incorporated by reference), which demonstrates the order by which departments will utilize the contracted vendors.

The parties now wish to execute this Agreement that defines the nature of their relationship, establishes pricing, and describes the way services will be furnished by Contractor.

NOW, THEREFORE, in consideration of the foregoing and the mutual covenants contained herein, the parties hereby agree as follows:

A. **Responsibilities of the Contractor**

1. The **CONTRACTOR** will recruit, screen, interview and assign its employees in accordance with the RFP and **Vendor’s RFP Response**.
2. **CONTRACTOR** will assume responsibility for all services offered in its proposal.
3. **CONTRACTOR** must assign and maintain during the Term of this Agreement and any renewal of it, an adequate staff of competent, qualified personnel that is fully equipped, licensed as appropriate, and available as needed and wherever necessary to perform the Services. The **COUNTY** reserves the right to remove any person performing Services under this Agreement at any time for any reason with written notice to the **CONTRACTOR**. If the **COUNTY** removes such personnel, the **CONTRACTOR** shall provide suitable replacement candidates within ten (10) days of the removal. The **COUNTY** may require stricter replacement timeframe requirements, when necessary. The **COUNTY** reserves the right to accept or reject any personnel provided by **CONTRACTOR**.

4. CONTRACTOR shall warrant and represent that:

Its work hereunder shall be of professional quality and performed consistent with generally accepted industry standards.

There exists no actual or potential conflict of interest concerning the services to be performed under this Agreement. CONTRACTOR represents that performance under this Agreement does not require the breach of any contract or obligation to keep in confidence the proprietary information of another party.

5. CONTRACTOR in no event shall use any employee of the COUNTY to perform any work in connection with performance of this Agreement.
6. The CONTRACTOR will provide protective clothing, steel toe shoes, work gloves, hard hats, safety glasses, and similar personal protective equipment and if there is any specialized safety equipment beyond ordinary protective clothing, the COUNTY will provide.
7. Maintain insurance coverage in accordance with the RFP *Contract Terms and Conditions, Insurance* section, for the duration of the contract. CONTRACTOR must provide a certificate of insurance to the COUNTY prior to execution of contract.
8. The CONTRACTOR agrees to follow the “Ban the Box” practice of removing criminal history questions from applications.
9. The CONTRACTOR agrees to ask all applicants the following question before referring them to the County and make the County aware of their response to this question. Retirees from local governments that are being re-employed after retirement must follow specific guidelines set out by the North Carolina Local Governmental Employees’ Retirement System (NCLGERS). To ensure retirees and the County are in compliance, effective January 1, 2014, the County required that all retirees be paid through the payroll system. In most cases, employees that are retired from a local government cannot be re-employed through a temporary staffing agency.

Please tell us if you are receiving a monthly benefit from any of the system below.

YES, I am currently receiving a monthly benefit from the following: (check all that apply)

- Teachers’ and State Employees’ Retirement System (TSERS)
- Local Governmental Employees’ Retirement System (LGERS)
- Consolidated Judicial Retirement System (CJRS)
- Legislative Retirement System (LRS)
- Disability Income Plan of North Carolina (DIPNC)

NO, I am not currently receiving a monthly benefit from any of the above listed systems.

B. Responsibilities of the County

1. Properly supervise Assigned Employees performing its work and be responsible for its business operations, products, services, and intellectual property.
2. Properly supervise, control, and safeguard its premises, processes, or systems, and not permit Assigned Employees to operate any vehicle or mobile equipment, or entrust them with unattended premises, cash, checks, keys, credit cards, merchandise, confidential or trade secret

information, negotiable instruments, or other valuables without CONTRACTOR'S express prior written approval or as strictly required by the job description provided to CONTRACTOR.

3. Provide Assigned Employees with a safe work site and provide appropriate information, training, and safety equipment with respect to any hazardous substances or conditions to which they may be exposed at the work site.
4. Not change Assigned Employees' job duties, beyond the scope of work described in the job description provided to the CONTRACTOR, without CONTRACTOR's express prior written approval.

C. **Terms of the Agreement**

1. **Term of Agreement:** The term of the Agreement shall be for a period commencing on February 1, 2025 and ending on January 31, 2027 ("**Term**") with an option to renew for one additional two-year term.
2. **Pricing; Compensation and Payment Procedures; Electronic Payments; Purchase Orders:**

Pricing: CONTRACTOR'S rates and other pricing elements for the Services to be performed under this Agreement are set forth in the Vendor's RFP Response.

Compensation: The total maximum compensation payable to CONTRACTOR qualified by the COUNTY shall not exceed the sum authorized by the COUNTY. The COUNTY shall only be obligated to pay for Services rendered up to the date of termination or expiration of the Agreement, and CONTRACTOR shall promptly refund to the COUNTY any payments received for Services and deliverables not provided. If any governmental statutory increases in wage rates occur during the contract term, the rates will be increased by the amount of the actual change and effective from the date of governmental increase. Governmental statutory changes are defined as any change in pay rates based on state or federal minimum wage. The COUNTY shall pay any state or federal mandated compensation rates for work in excess of 40 hours in any work week, as approved by the requesting department.

Electronic Payments: CONTRACTOR agrees that, at the COUNTY'S sole discretion, it may make payment electronically to CONTRACTOR for any and all amounts due to CONTRACTOR pursuant to this Agreement by means of the COUNTY'S procurement charge card account.

Invoicing:

- a) The CONTRACTOR and each temporary staffing employee shall be responsible for keeping a weekly time card that accurately states the time billable to the COUNTY. Weekly time cards must be reviewed, approved, and signed by the County Point of Contact established in the initial job request.
- b) Invoices must be submitted to the department completing the job request, accompanied by the applicable time card.

Payment Terms Payment Terms: The CONTRACTOR will be paid net thirty (30) calendar days after the CONTRACTOR'S invoice is approved by the COUNTY.

3. **Termination:** The COUNTY may terminate this Agreement in whole or in part, without cause, at any time, by a notice in writing from the COUNTY to CONTRACTOR in accordance with

the notice provisions herein. The effective date of termination shall be thirty (30) calendar days from the date the notice is received, or the date stated in the notice, whichever is later.

4. **Contractor's Events of Default:** If CONTRACTOR defaults in the performance of any term or condition of this Agreement, CONTRACTOR must cure that default by a satisfactory performance within 10 days after service upon CONTRACTOR of written notice of the default. If CONTRACTOR fails to cure the default within that time, then the COUNTY may terminate this Agreement without further notice.
5. **Assignment:** This Agreement shall be binding on the parties and their respective successors and assigns, provided however, that neither party may assign this Agreement, or any obligations imposed hereunder without the prior written consent of the other party.
6. **Confidential Information:** Both parties may receive information that is proprietary to or confidential to the other party or its affiliated companies and their clients. Both parties agree to hold such information in strict confidence and not to disclose such information to third parties or to use such information for any purpose whatsoever other than performing under this Agreement or as required by law. Records must meet the trade secret definition provided in G.S. § 66-152(3), in order for the County to not release documents or information in response to a public records request. No knowledge, possession, or use of COUNTY's confidential information will be imputed to CONTRACTOR as a result of Assigned Employees' access to such information.
7. **Independent Contractor:** It is understood and agreed that the relationship of CONTRACTOR to the COUNTY is and shall continue to be that of an independent contractor and neither CONTRACTOR nor any of CONTRACTOR'S employees shall be entitled to receive the COUNTY employee benefits. As an independent contractor, CONTRACTOR agrees to be responsible for the payment of all taxes and withholdings specified by law which may be due regarding compensation paid by the COUNTY. To the extent that CONTRACTOR is subject to taxes under Section 4980H of the Internal Revenue Code, CONTRACTOR shall be solely responsible for paying such taxes.
8. **Indemnification:** CONTRACTOR agrees to defend, indemnify, and hold harmless the COUNTY, its members, employees, agents, officers and officials from and against liabilities, losses, penalties, damages, and expenses, including costs and attorney fees, arising out of all claims, liens, damages, obligations, actions, suits, judgments or settlements, or causes of action, of every kind, nature, and character (collectively "**Claims**") arising or alleged to arise out of the acts or omissions of the CONTRACTOR, its officials, agents and employees and subcontractors in the performance of this Agreement. The foregoing obligation extends to and is intended to encompass any and all Claims that the Services infringe, misappropriate, or otherwise violate any confidentiality, proprietary or intellectual property rights of a third party.
9. **Non-Liability of Cumberland County Officials:** CONTRACTOR agrees that no COUNTY member, employee, agent, officer or official shall be personally charged by CONTRACTOR, its members if a joint venture, or any subcontractors with any liability or expense under this Agreement or be held personally liable under this Agreement to CONTRACTOR, its members if a joint venture, or any subcontractors.
10. **Notices:** All notices required under this Agreement shall be in writing and sent to the addresses and persons set forth below, or to such other addresses as may be designated by a party in writing. All notices shall be deemed received when (i) delivered personally, or (ii) one day after deposit with a commercial express courier specifying next day delivery, with written verification of receipt. Refusal to accept delivery has the same effect as receipt.

If to Cumberland County: Attn: Sophia Murnahan
Cumberland County Finance Office
117 Dick Street
4th Floor, Room 451
Fayetteville, NC 28301

If to Contractor: _____

11. **Non-Discrimination:** It shall be an unlawful employment practice for CONTRACTOR or any of its subcontractors to fail or refuse to hire or to discharge any individual, or otherwise to discriminate against any individual with respect to compensation, or other terms, conditions, or privileges of employment, because of such individual's race, color, national origin, religion, sex, gender identity/expression, sexual orientation, age or disability; or to limit, segregate, or classify employees or applicants for employment in any way that would deprive or tend to deprive any individual from equal employment opportunities or otherwise adversely affect an individual's status as an employee because of such individual's race, color, national origin, religion, sex, gender identity/expression, sexual orientation, age or disability.
12. **Entire Agreement and Amendment:** This Agreement, including all exhibits attached to it and incorporated into it, constitutes the entire agreement of the parties with respect to the matters contained herein. All attached exhibits are incorporated into and made a part of this Agreement. No modification of or amendment to this Agreement shall be effective unless such modification or amendment is in writing and signed by both parties hereto. Any prior agreements or representations, either written or oral, relating to the subject matter of this Agreement are of no force or effect.
13. **Governing Law:** This Agreement shall be governed as to performance and interpretation in accordance with the laws of the State of North Carolina, without regard to choice of law principles. Any legal proceeding in connection with this Agreement may be brought only in state or federal courts of competent jurisdiction located in Fayetteville, North Carolina. The parties hereto specifically waive any objection they may have to personal jurisdiction or venue in Fayetteville, North Carolina.
14. **Subcontractor Employee Screening and Monitoring Process:** If the CONTRACTOR plans to subcontract the Services outlined in this Agreement to a third party, CONTRACTOR must submit its subcontractor's employee screening and monitoring process for the COUNTY approval prior to final contract approval.
15. **Survival/Severability:** All express representations or indemnifications made or given in this Agreement shall survive the completion of Services or the termination of this Agreement for any reason. If any provision or part of this Agreement is held to be unenforceable, the Agreement shall be considered divisible and such provision shall be deemed inoperative to the extent it is deemed unenforceable, and in all other respects the Agreement shall remain in full force and effect; provided, however, that if any such provision may be made enforceable by limitation thereof, then such provision shall be deemed to be so limited and shall be enforceable to the maximum extent permitted by applicable law.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of dates provided below.

CONTRACTOR SIGNATURES

BY: _____

Title _____

COUNTY OF CUMBERLAND SIGNATURES

BY: _____
County Manager

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Approved for Legal Sufficiency

BY: _____
County Finance Director

BY: _____
County Attorney's Office

Exhibits

- Exhibit A - Request for Proposal
- Exhibit B – Vendor’s RFP Response
- Exhibit C – Bid Award Schedule