

Child Support Officer

Dept/Div: HHS

FLSA Status: *Non-Exempt*

General Definition of Work

Performs intermediate administrative work locating parents, establishing paternity and enforcement of support orders, and related work as apparent or assigned. Work is performed under the general direction of the Child Support Supervisor.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Analyzes and determines appropriate jurisdiction, type of legal action to initiate and appropriate court forum for child support cases.
- Prepares consent orders, if parties have requested to waive pleading and timeframes and enter in agreements approved by the Officer; prepares default orders and submits for County Attorney approval and submission to the Court.
- Compose hearing agreements and letters of recommendation to the County Attorney's office for representation in contested matters and provides testimony of the facts to the County; reviews conformed orders from the hearing for accuracy.
- Manages case maintenance, including administrative enforcement activities, and a high volume of client customer contacts educating the party with information.
- Calculates and analyzes complicated financial adjustments and payment histories for accuracy and completeness; oversees collection and disbursement of monies and investigates and resolves any discrepancies.
- Monitors and maintains cases; determines that all necessary and required activates are in place for the enforcement of the Court's order; negotiates and approves payment agreements to avoid administrative remedies, determines and recommends arrears management strategies.
- Reviews and remains up to date on all changes in statutes, case laws, policies, and attends training as needed.
- Monitors and prioritizes collections activates; determines collection actions to taken.
- Investigates and reviews probate cases in Odyssey and routes necessary legal action and follow-up to the County Attorney's office.
- Calculates and analyzes financial information for completeness and accuracy with verified information from various databases and determines collection actions to be taken on a case under guidelines.
- Reviews and remains up to date on all charges in probate statutes, case laws and policies; attends training/meetings as necessary.

Knowledge, Skills and Abilities

Thorough knowledge of child support programs and procedures; general knowledge of the principles and practices of public social service organizations; ability to establish and maintain effective working relationships with clients, associates, legal and court professionals and the public; skill in the practice of interviewing; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to communicate complex ideas effectively, orally and in writing; ability to prepare clear and concise reports.

Education and Experience

High school diploma or GED with coursework in child support officer, paralegal, or related field and moderate experience in child support collections, or equivalent combination of education and experience.

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Physical Requirements

This work requires the regular exertion of up to 10 pounds of force; work regularly requires standing, walking, sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms, pushing or pulling, lifting and repetitive motions and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling and tasting or smelling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Within six months:

- Data Privacy Training

- HIPAA

- Security of IRS Information Training

- New worker training developed by the State

Valid driver's license.