

# Support Enforcement Aide

Dept/Div: HHS

FLSA Status: *Non-Exempt*

## General Definition of Work

Performs intermediate skilled administrative support work providing clerical and administrative support to child support officers and assisting clientele and the public with information regarding case maintenance, policy, procedures and statutes, and related work as apparent or assigned. Work is performed under the limited supervision 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

- Manages arrears caseloads to ensure information is accurate and timely including updating case information and changes in the data system, administering all available enforcement remedies, monitoring payments for correct distribution, verifying employment, filing required documents, completing location efforts for custodial and non-custodial parents, and referring cases back to child support officers for further legal remedies as needed; manages state approved arrears management strategies and reviews state data reports for compliance.
- Assists child support officers with their caseloads to ensure information is accurate and timely including interview scheduling, researching and providing information pertinent to policies, procedures and guidelines, filing required documents, notifying clientele of case changes and answering general questions pertaining to policies and procedures, and performing any other requested duties.
- Opening and processing incoming foster care and tribal intergovernmental agency cases, including creating and filing paperwork with all applicable parties, maintaining ongoing foster care placement records, and referring cases to child support officers for further legal actions.
- Opening and processing new county child support cases including generating, obtaining and providing all necessary paperwork to and from all parties, updating computer system with information from other interfacing financial and governmental agency systems, completing any other initial case opening tasks, and referring cases to child support officers for enforcement.
- Assists with administrative and clerical duties as needed including distribution and posting mail and interdepartmental mail and other duties as needed.

## Knowledge, Skills and Abilities

General knowledge of child support programs and procedures; general knowledge of the principles and practices of public social service organizations; skill in verbal communication; 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; ability to establish and maintain effective working relationships with clients, associates, legal and court professionals and the public.

## Education and Experience

High school diploma or GED and moderate experience in secretarial work, or equivalent combination of education and experience.

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## Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires using hands to finger, handle or feel, reaching with hands and arms and repetitive motions, frequently requires standing, walking, sitting and speaking or hearing and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling, tasting or smelling, pushing or pulling and lifting; 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 working near moving mechanical parts and exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

## Special Requirements

Data Privacy training  
Dept. of Vehicle Services information training  
Security of IRS information training  
HIPAA training  
New worker training program developed by the state  
MN Merit System  
Valid driver's license.