

Child Support Enforcement Agent

Dept: Child Support Enforcement

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate skilled human support work involving intake, location, establishment of paternity and enforcement of support orders, and related work as apparent or assigned. Work is performed under the limited supervision of the Child Support Enforcement Director.

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 an individual with disabilities to perform the essential functions.

Essential Functions

- Provides child support services to public assistance clients and non-public assisted clients.
- Gathers and prepares documents for court proceedings.
- Generates show cause orders; schedules hearings; testifies in court; negotiates with defendants and attorneys.
- Prepares the disposition calendar; records notes in case event files; drafts court orders; sends correspondence to applicable parties.
- Processes incoming and outgoing registration petitions.
- Facilitates communication between custodial and non-custodial parent.
- Prepares out of state petitions.
- Maintains and updates case files, records and reports.
- Conducts data entry, modification and verification in state child support system.
- Establishes and modifies support requirements; prepares court documents including complaints, motions and orders and sends to the Attorney for approval.
- Works with client and outside agencies to establish paternity.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of child support programs and procedures; general knowledge of the principles and practices of public social service organizations; thorough skill conducting data entry and verification; thorough skill preparing and modifying reports, records and files; thorough skill operating standard office equipment, hardware and software; general skill negotiating; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to communicate complex ideas effectively, both orally and in writing; ability to prepare clear and concise reports; ability to learn forms and program procedures; ability to understand and apply governmental accounting practices in maintenance of financial records; ability to establish and maintain effective working relationships with clients, associates, legal professionals, court officials and the general public.

Education and Experience

Associates/Technical degree in business, sociology, customer service, legal or judicial proceedings, or related field and one to three years experience working in case management, in a legal or judicial environment, or equivalent combination of education and experience. Bachelor's degree preferred.

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Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires standing, sitting, reaching with hands and arms and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling, 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 and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, 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

None.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date