

MEDINA COUNTY COMMISSIONERS

Position Description

Director - Child Support Enforcement Agency



SUMMARY

Under direction of the Medina Board of County Commissioners and administrative direction of the County Administrator, plans, organizes, directs and reviews the activities and operations of the Department of Child Support Enforcement Services (CSEA); coordinates assigned activities with other departments and outside agencies.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- I. Plans, organizes, directs and reviews the activities and operations of the department, including providing professional supervision to legal staff; coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the County Administrator. Implements Title IV-D Program of the 1975 Social Security Act including child support collections and disbursements, enforcement, establishment of paternity and location of absent parents. Ensures operational policies and practices of staff meet intent of federal/state laws and regulations. Develops, plans and implement Department goals and objectives; Coordinates Department activities with those of other departments and outside agencies and organizations; Directs, oversees and participates in the development and administration of the Department's work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluate work products, methods and procedures. Researches and prepares technical and administrative reports and studies; prepares written correspondence as necessary. Provides staff assistance to the County Administrator and Board of Commissioners. Monitors and evaluates changes in federal, state and local laws and regulations for impact on the delivery of program services. Advises staff on case management strategy and techniques.
- II. Supervises and participates in the development and administration of department budget; directs the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implement mid-year adjustments. Reviews all expenditures in relation to funding sources. Finalizes annual budgetary needs and presents to County Commissioners for approval. Coordinates appropriations for calendar year with State and Federal Fiscal years.
- III. Carries out management responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning, evaluating, motivating and directing work, and appraising performance; rewards and disciplines employees; addresses complaints and resolves problems. Monitors function of department. Provides guidance and direction to supervisors concerning interviewing, hiring, and staff training; Approves final selection of staff, making all appointments and dismissals subject to concurrence of County Commissioners. Reviews agency procedures to assure compliance with federal/state legislative changes to uphold Affirmative Action Plan and Equal Employment Opportunities. Maintains high standards necessary for the efficient and professional operation of the department.
- IV. Understands intent and terms of collective bargaining agreement. Arranges and schedules meetings between grieving workers, supervisory personnel, and union representatives to investigate and resolve grievances. Monitors collective bargaining agreement concerning wages, hours, and working conditions, to ensure compliance with terms of labor contract. Represents County in labor contract negotiations.

Class #: 61112 Class Title: Director 2 Position Control #: 10119.0 Normal Wrkg Hrs from 8 am to 4:30 pm
County of Employment: Medina County Working Title: Child Support Enforcement Agency Director
Pos # & Title of Supervisor: County Administrator - 10161.0

- V. Represents department to outside groups and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary. Builds and maintains positive working relationships with co-workers, other County employees and the public using principles of good customer service. Performs related duties as assigned.

Class Title/Position Number of Position(s) Supervised:

Enforcement Supervisor – 10463.0,
Pay Analysis Supervisor – 10022.0
Intake Supervisor – 10027.0
Hearings Officer – 10456.0
Support Officer 1 – 10119.0
Support Officer 2 – 10461.0
Secretary 1 – 10052.0
Clerk 2 – 10437.0
Clerical Specialist – 10308.0
Payment Processor – 10057.0
Intake Support Officer – 10258.0
Paternity Support Officer – 10266.0

Human Resources: _____

Date: _____

Appointing Authority: _____

Date: _____

	KNOWLEDGE ▲ SKILLS ▲ ABILITIES	PRINCIPLE DUTIES
Knowledge	(1) Principles & practices of public administration, including functions & structure of County government & controlling legislation; (2) Principles & practices of leadership, motivation, team building & conflict resolution; (3) Pertinent local, State & Federal laws, rules & regulations; (4) Organizational & management practices as applied to the analysis & evaluation of programs, policies & operational needs; (5) Principles & practices of organization, administration & personnel management; (6) Principles & practices of governmental budgeting & fiscal control; (7) Principles of supervision, training & performance evaluation; (8) County government operations, organizations, procedures & policies; * (9) Federal & Ohio laws & regulations pertaining to child support; (10) Legal terminology & document processing as they relate to child support enforcement;	Title IV-D Program of 1975 SS Act; Ohio Child support laws & regulations; Administer collective bargaining agreement; Interview, hire, & train; Forecast funds for staffing, equipment, materials & supplies; Collective bargaining agreement; Plan, organize, direct & review department activities & operations; Understand intent & terms of collective bargaining agreement;
Skills:	(11) Plan, direct & control the administration & operation of department; (12) Maintain credibility & effective working relationships with those contacted in the course of work & in the face of conflicting issues & perspectives; (13) Use tact, discretion, initiative & independent judgment within established guidelines; (14) Prepare clear & concise reports, correspondence, presentations & other written materials; (15) Develop, control & administer annual departmental budget; (16) Analyze problems, identify alternative solutions, project consequences of proposed actions & implement recommendations in support of goals; (17) Select & motivate staff & provide for their training & professional development;	Plan, organize, direct & review department activities & operations; Develop, plans & implement Department goals & objectives; Understand intent & terms of collective bargaining agreement; Build & maintain positive working relationships; Interview, hire, train, plan, assign, direct work; appraise performance; reward & discipline; Represent agency to outside organizations;
Ability:	(18) Perform & prioritize complex tasks & multiple projects; (19) Effectively communicate both orally & in writing; (20) Prepare reports, presentations & proposals; (21) Make administrative/procedural decisions & judgments; (22) Maintain confidentiality; (23) Observe performance & evaluate staff; (24) Gain cooperation through discussion & persuasion; (25) Interpret & apply County policies, procedures, rules, regulations & collective bargaining agreement;* (26) Define issues, collect data, facts; draw logical conclusions & then negotiate solutions; (27) Communicate with & explain technical information to individuals from a wide variety of educational & cultural backgrounds; (28) Effectively participate in development of departmental policies & in the development of procedures to implement department policy; (29) Apply & explain federal & Ohio child support law & regulations in complex situations; (30) Independently analyze workflow, employee performance & child support casework issues & take effective action;	Plan, organize, direct & review activities & operations of department; Implement state & federal legislation; Development & administer dept. budget; Build & maintain positive relationships; Carry out policies, procedures & applicable laws; Ensure compliance with terms of labor contract; Ensure compliance with child support rules & regulations; Address complaints, resolve problems; Research & prepare administrative reports & studies; Administer collective bargaining agreement;

* Developed after employment

MEDINA COUNTY POSITION DESCRIPTION ADDENDUM

QUALIFICATIONS

- 1) Bachelor's degree from an accredited college or university with major course work in business or public administration or a related field; Masters degree preferred.
- 2) Six (6) to ten (10) years of responsible management experience in a county child support system, including experience in areas such as program, staff and budget management.
- 3) Demonstrated skills in a supervisory, administrative, or managerial role relating to the planning, organizing and directing of various functions of a local child support agency. A law degree is not required, although candidates who possess a law degree or are members of the state bar are eligible for appointment.
- 4) Substitution of experience for education: Additional qualifying experience may be substituted for the required education on a year for year basis.

COMPETENCIES / ESSENTIAL FUNCTIONS

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.
- The working conditions are typically moderately quiet.
- Typically, the employee may sit to do the work in an office or meeting room.
- Must possess a valid driver's license at time of application and a valid Ohio's Drivers License by the time of appointment
- Travel throughout the county.
- Mental and cognitive skills to make independent decisions, advise, direct, plan, forecast, coordinate, analyze, develop, implement, recommend, research, understand, counsel, and manage.
- Some walking, standing, bending, carrying of light items (not exceeding 50 pounds) such as papers, books, small parts, driving an automobile, etc..
- Talk, hear, stand, walk, use stairs, sit; use of hands or fingers, handle or feel objects, tools, or controls; and reach with hands and arms.
- Specific vision abilities required for close vision and ability to adjust focus.