

# MEDINA COUNTY COMMISSIONERS

Position Description

## SUPPORT OFFICER 1

### CHILD SUPPORT ENFORCEMENT AGENCY



#### SUMMARY

Under general supervision, performs the full range of child support officer duties; interviews applicants to establish child support cases; locates and interviews custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations and enforcing child support laws; monitors payment performance and initiates appropriate legal actions to collect arrearages; interprets and applies family support laws; appears at hearings or in court as a witness; and performs related duties as required.

#### PRINCIPLE DUTIES AND RESPONSIBILITIES:

- I. Commences case file process by obtaining information through interviews by phone or in person from custodial party, non-custodial party, family members, witnesses, law enforcement, agencies or institutions, and attorneys for the benefit of gathering information to verify facts, establish paternity, locate absent parents, explain procedures for child support processing, and determining financial status. Establishes parentage and/or enforceable support obligations; performs and/or recommends other child support enforcement activities to compel compliance with court orders, e.g. revocation of driver's license or professional license, bank account freeze and seize, tax offset program, passport revocation; Prepares and maintains forms, applications, case files, and other records pertinent to each child support case and ensures information is entered accurately in case record. Maintains chronological log of case contacts and events in automated system.
- II. Monitors and evaluates payment performance by reviewing payment records and verifying payment history with the custodial parent, in accordance with state directives and initiates appropriate legal action if collection of arrearages is needed. Establishes terms for support arrears payment plan from non-custodial party and monitors payment records to ensure compliance with court order. Determines appropriate enforcement action by evaluating the facts of the case.
- III. Recommends cases for prosecution, prepares legal documents for court filing, assists attorneys in preparing cases, attends court hearings, and testifies in court as necessary. Receives and resolves a variety of complaints concerning cases and responds to inquiries from the public. Elevates more complex complaint issues to supervisor as needed, or as requested. Conducts, responds to, or initiates personal interviews, telephone contacts, computer notices and work lists, mail inquiries, or any other means to compile necessary information in preparation for legal action to establish paternity and/or support. Reviews documents for compliance with statutes, court decisions and other legal authorities; recommends appropriate corrective action or program improvement plans; prepares various correspondence. Assists attorneys by performing a variety of paralegal and investigative tasks, such as case preparation; initiates fraud referrals and recommends case closure following specific guidelines. Provides case status information and explains child support statutes, regulations, and procedures to custodial party, non-custodial party.
- IV. Creates and maintains child support files according to state and federal regulations and established procedures; updates records and filing systems to ensure that accurate data is kept on assigned child support cases.
- V. Performs related duties and responsibilities as assigned. Attends meetings, conferences, seminars and training as assigned.

Class #: 061111 Class Title: Support Officer 1 Position Control #: \_\_\_\_\_ Normal Wrkg Hrs from 8 am to 4:30 pm  
County of Employment: Medina County Working Title: Support Officer 1 Pos # & Title of Supervisor: Director CSEA - 10119.0

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

None

Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_

Director: \_\_\_\_\_

Date: \_\_\_\_\_

Appointing Authority: \_\_\_\_\_

Date: \_\_\_\_\_

**MEDINA COUNTY POSITION DESCRIPTION ADDENDUM**

**QUALIFICATIONS**

- 1) Bachelor's degree from an accredited college or university.
- 2) One (1) year of experience in a business or agency which has involved substantial application of laws or regulations in the performance of work, such as child support program, family law practice, collection agency, or a federal/state assistance agency or an equivalent combination of training and experience that would provide the necessary skills and abilities to perform the essential functions of the job.
- 3) Valid Ohio's Drivers License and proof of insurance.

**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 sits to do the work in an office or meeting room.
- 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.

	<b>KNOWLEDGE ▲ SKILLS ▲ ABILITIES</b>	<b>PRINCIPLE DUTIES</b>
<b>Knowledge</b>	(1) General principles of casework, child support enforcement & collection procedures; (2) Federal & Ohio laws & regulations pertaining to child support; (3) Principles of interviewing, & fundamental aspects of human behavior; (4) Information systems & computers; (5) General collections procedures; (6) Basic arithmetic to perform calculations & understand financial records; (7) Customer service techniques; (8) County operations, organizations, procedures & policies; * (9) Standard office procedures & practices; (10) Legal terminology & document processing as they relate to child support enforcement; (11) Legal criteria for establishing paternity;	Interviews applicants to establish child support cases; Establishes parentage &/or enforceable support obligations; Interprets & applies family support laws; Performs &/or recommends other child support enforcement activities to compel compliance; Maintains chronological log of case contacts & events in automated system; Initiates appropriate legal action if collection of arrearages is needed in accordance with state directives; Determines appropriate enforcement action;
<b>Skills:</b>	(12) Accurately research, gather, record & evaluate legal, financial, & other records sufficiently to obtain data needed to secure & enforce child support cases; (13) Maintain credibility & effective working relationships with those contacted in the course of work & in the face of conflicting issues & perspectives; (14) Use tact, discretion, initiative & independent judgment within established guidelines; (15) Prepare clear & concise reports, correspondence, presentations & other written materials; (16) Effectively manage time & resources to perform multiple tasks; (17) Deal tactfully, courteously, & firmly with applicants & others to elicit information from hostile &/or uncooperative individuals;	Interviews applicants to establish child support cases; Interprets & applies family support laws; Gathers information to verify facts, locate absent parents; Ensures accuracy of case record; Establishes arrears payment plan; Determines appropriate enforcement action by evaluating facts of case; Receives & resolves a variety of complaints concerning cases;
<b>Ability:</b>	(18) Read, understand, & apply laws & regulations related to child support; (19) Effectively communicate both orally & in writing; (20) Follow oral & written directions; (21) Make administrative/procedural decisions & judgments; (22) Maintain confidentiality; (23) Accurately research, gather, record & evaluate legal, financial, & other records sufficiently to obtain data; (24) Make proper recommendations; (25) Take appropriate & legally compliant actions; (26) Define issues, collect data, facts; draw logical conclusions & then negotiate solutions; (27) Communicate with persons from a wide variety of ethnic & social backgrounds; (28) Deal tactfully, courteously, & firmly with applicants & others to elicit information from hostile &/or uncooperative individuals; (29) Apply & explain federal & Ohio child support law & regulations in complex situations; (30) Organize work & establish priorities according to departmental operating requirements; (31) Work cooperatively with other staff, outside agencies & public to maximize support;	Interviews applicants to establish child support cases Establishes parentage &/or enforceable support obligations; Monitors payment performance & initiates appropriate legal actions to collect arrearages; Appears at hearings or in court as a witness; Explains procedures for child support processing; Performs &/or recommends other child support enforcement activities to compel compliance; Prepares & maintains forms, applications, case files, & other records; Ensures accuracy of case record; Maintains chronological log of case contacts & events in automated system; Monitors & evaluates payment performance; Initiates appropriate legal action if collection of arrearages is needed; Recommends cases for prosecution; Prepares legal documents for court filing; Assists attorneys in preparing cases, Reviews documents for compliance with statutes, court decisions & other legal authorities; Prepares various correspondence;

**\* Developed after employment**