



**MEDINA COUNTY COMMISSIONERS**  
 Position Description  
**SUPPORT OFFICER 2**  
**CHILD SUPPORT ENFORCEMENT AGENCY**

**SUMMARY**

Work activities are performed independently in accordance with applicable policies, procedures and statutes under the general direction of a designated department supervisor. Responsible for identifying and initiating action to establish, modify, and enforce spousal, child, medical, and child care support orders and establishing paternity for public and nonpublic assistance cases. Duties include initiating appropriate court action, selecting and preparing all necessary documents for that action, and obtaining and modifying court orders, under the general direction and in consultation with the County Prosecutor's Office. conducts interviews and investigations to locate absent parents, establish paternity, and initiate actions to establish and enforce child support orders; Carries a select case load of delinquent and non-paying child support cases; reviews case activities and procedures for State and Federal compliance and for quality assurance; provides lead direction and training for Support Officer 1s; and performs other related work as required. Incumbents at this level are expected to be fully proficient in the specific laws, policies, procedures and processes required to conduct child and spousal support actions.

**PRINCIPLE DUTIES AND RESPONSIBILITIES:**

- I. Analyzes and evaluates special cases referred by the director and/or supervisory staff; Responds to inquiries or complaints by telephone or correspondence; audits case files to determine compliance with appropriate procedures, laws and regulations and for quality assurance purposes; identifies problem areas and resolves by initiating or recommending appropriate remedies; prepares case summaries for the director; provides Child Support Officer 1s with technical assistance in interpreting and applying relevant laws, regulations and procedures.
- II. Interviews custodial and non-custodial parents, witnesses, family members, representatives from law enforcement agencies, and attorneys to obtain statements and gather information to establish paternity, locate absent parents, determine financial status; explains to non-custodial parents or other involved parties the calculation of support amounts, obligations and legal requirements. Explains related policies, laws, client/agency rights and responsibilities and gathers information necessary to assess the appropriate action to enforce or obtain an Order, including information on prior Court actions, payment records, financial resources and medical support details of both parents as well as any other individual circumstances, and may mediate or negotiate settlements with parties.
- III. Analyzes case status and enforces compliance of parties with regard to existing child support orders using statutory procedures; decides appropriate enforcement actions; initiates and follows through with the chosen action using courts' civil contempt process, determines drivers license suspensions; negotiates and implements payment agreements; implements income withholding orders and applies other enforcement techniques as needed. Uses sources such as the postal service, financial institutions, state and federal parent locator services, military locator services to locate absent parents and/or their assets; verifies information by contacting individuals or agencies by correspondence or telephone; initiates, receives, and responds to inquiries concerning cases where custodial or non-custodial parent resides in another state. Analyzes case data to determine, within established guidelines, the need for legal action to enforce or modify orders for support or to establish paternity; initiates legal action through the preparation of documents such as orders of examination, contempt actions, wage assignments, writs of execution, and subpoenas; prepares evidence and testifies in court; assists legal staff in preparing case data for prosecution and litigation; serves legal documents.

Class #: 061112    Class Title: Support Officer 2    Position Control #: \_\_\_\_\_    Normal Wrkg Hrs from 8 am to 4:30 pm  
 County of Employment: Medina County    Working Title: Support Officer 2    Pos # & Title of Supervisor: Director CSEA – 10119.0

- IV. Evaluates income and expense data of non-custodial parent to determine support capability; enters data into the computer to determine payment amounts and interest; calculates arrearage amounts involving foster care cases; prepares case summaries, statistical and financial reports; compiles, processes, and checks various accounting records pertinent to a case; reviews and monitors assigned cases to ensure support obligations are being met and individuals are in compliance with court orders; recommends case closures. Utilizes the computer system to input or access case data to initiate actions, maintain history of actions taken, monitor payments, and prepare correspondence, reports, and legal documents.
- V. Develops and conducts training for Support Officer 1s in work procedures, methods, and in the use of the automated system; provides lead direction to Support Officer 1s; and maintains workload and statistical records; prepares reports relating to the activities of the unit; reviews case activities and procedures for compliance with State and Federal requirements.
- VI. Performs related duties and responsibilities as assigned. Attends meetings, conferences, seminars and training as assigned.

**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) Three (3) years 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; (12) Public & private agencies available to clients & other interested parties for referral	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>	(13) Perform case analysis & use discretion to innovate effective case management procedures (14) Accurately research, gather, record & evaluate legal, financial, & other records sufficiently to obtain data needed to secure & enforce child support cases; (15) Maintain credibility & effective working relationships with those contacted in the course of work & in the face of conflicting issues & perspectives; (16) Use tact, discretion, initiative & independent judgment; (17) Prepare clear & concise reports, correspondence, presentations & other written materials; (18) Effectively manage time & resources to perform multiple tasks; (19) Deal tactfully, courteously, & firmly with applicants & others to elicit information from hostile &/or uncooperative individuals; (20) Interpret & effectively apply written material such as court orders, laws & statutes; (21) Effective mediation & negotiation techniques;	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; Analyzes & evaluates special cases referred by the director &/or supervisory staff; Prepares case summaries for director; Interpret & apply relevant laws, regulations & procedures;
<b>Ability:</b>	(22) Read, understand, & apply laws & regulations related to child support; (23) Effectively communicate both orally & in writing; (24) Follow oral & written directions; (25) Make administrative/procedural decisions & judgments; (26) Maintain confidentiality; (27) Accurately research, gather, record & evaluate legal, financial, & other records sufficiently to obtain data; (28) Make proper recommendations; (29) Take appropriate & legally compliant actions; (30) Define issues, collect data, facts; draw logical conclusions & then negotiate solutions; (31) Communicate with persons from a wide variety of ethnic & social backgrounds; (32) Deal tactfully, courteously, & firmly with applicants & others to elicit information from hostile &/or uncooperative individuals; (33) Apply & explain federal & Ohio child support law & regulations in complex situations; (34) Organize work & establish priorities according to departmental operating requirements; (35) Work cooperatively with other staff, outside agencies & public to maximize support; (36) Research & compile pertinent case information; (37) Assist supervisor in monitoring, orienting & training new Child Support Officers, & collaborate with coworkers on effective techniques for caseload management;	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