

Position Title: Child Support Specialist

FLSA Status: Non-exempt

Reports to: Supervisor

Department: Child Support Agency



## I. Position Summary

This position description has been prepared to assist in evaluating duties, responsibilities, and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed.

This is a specialized full-time clerical position in the Child Support Office. Employee works under minimal supervision of the Child Support Supervisor in obtaining court orders, monitoring payment of child support, establishing paternity, and performing related tasks in the Child Support area. Employee in this position has considerable experience working in the Child Support system and maintains confidentiality while exercising independent judgment and discretion in responsibilities.

## II. Essential Duties and Responsibilities

- Inputs and verifies information in KIDS computer system (Statewide child support system)
- Processes information to locate absent individuals.
- Verifies location of employers of child support payers. Conducts routine investigations, utilizing available resources, in locating absent parents.
- Reviews wage statements to ensure appropriate amount of child support is withheld; monitors child support payments.
- Sends out monthly delinquency notices.
- Interviews absent parents regarding child support obligations.
- Responds to inquiries and correspondence.
- Performs financial adjustments in KIDS.
- Reviews cases for modifications of child support orders.
- Schedules appointments for DNA tests, attends these appointments to verify identification of parties and witness collection of DNA samples.
- Prepares agency monthly bills for payment presentation to finance committee.
- Opens new cases and takes them through initiation process on computer.
- Works reports related to KIDS (Daily reports, weekly reports, monthly reports)
- Enters court orders on computer. Maintains and updates case files.
- Prepares income withholding orders and other related documents.

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Vernon County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

- Testifies in Court as necessary. Represents the County and provides information in court proceedings.
- Works list of duties on work list daily.
- Searches other computer systems for information (DOT, DILHR, ADVANTIS, WISACWIS, KIDSTAR, LIEN DOCKET, CARES WORKER WEB, birth record queries, CLEAR).
- Maintains complex filing system which includes confidential materials, files, and records and keeps such papers, books, and records as are required by law.
- Provides information on materials contained in office on request (when permissible). Answers questions of the public and directs the public to the appropriate personnel.
- Completes required documents for interstate enforcement, as directed, and CSENET (internet interstate) court case transactions.
- Conducts paternity establishment interviews.
- Initiates and receives calls and correspondence from Attorneys, Judges, Clerks of Court, citizens, other departments, etc., concerning case status, disposition, scheduling, etc.

### III. Related Job Functions

- Prepares warrants.
- Responsible for working safely and following safety practices and standards of the facility; responsible for reporting and/or correcting any existing or potential safety or accident hazard.
- Establishes and maintains effective and professional working relationship with co-workers and others.
- May receive, sort, date stamp, and distribute daily mail, deliveries, and messages as directed.
- Performs routine clerical tasks such as sorting, recording, and typing as required.
- Attends staff meetings and training sessions.
- Performs routine and advanced word processing functions with above-average proficiency and/or uses electronic typewriter. Assess, inputs and retrieves information on a computerized system. Logs information into computer.
- Operates all office machines including word-processing.
- Performs related work as required or directed.

### IV. Physical Demands

- 75%-Sits at desk, uses hearing, near vision and fingering for typing, word processing, computer keyboard or other office machines. 50%-Talks to clients, callers, department staff. 10%-Moves about the office. 50%-handles papers and manuals, etc. 10% some time is spent standing and reaching in order to perform filing or other duties and lifting files, copy paper and other office materials. Occasionally moves around office and waits on counter. Frequently moves about the office building. May travel to other offices or sites for meetings, mail, etc. Is exposed to potential for physical attack intermittently.

- Involves minimal potential and/or direct exposure to blood or body fluids.

#### V. Education and Training Requirements

- Graduation from an accredited high school or GED. Preference for Vocational/Associate degree in related field with advanced technical training in secretarial/business; supplemented by a minimum of five years of child support case office experience. Requires computer experience including word-processing application; with preference for demonstrated competency in word-processing. Or any acceptable equivalent combination of training and experience.
- Possession of a valid driver's license and reliable transportation with adequate auto insurance to meet minimum County requirements, or access to reliable transportation for city and rural travel.