

# POSITION DESCRIPTION

## Tuscarawas County Prosecutor/Child Support Enforcement Agency

<b>CLASSIFICATION TITLE:</b>	Case Manager-CSEA
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<b>FLSA STATUS:</b>	Non-Exempt	<b>EMPLOYMENT STATUS:</b>	Full-time
<b>FLSA TYPE:</b>	Non-Bargaining	<b>REPORTS TO:</b>	Unit Supervisor
<b>CIVIL SERVICE STATUS:</b>	Classified	<b>UNIT:</b>	Case Management

### DISTINGUISHING JOB CHARACTERISTICS

Under general supervision, performs tasks related to the establishment of paternity, and establishment, modification, enforcement, collection, and termination of child support orders. Responsibilities may include one or more of the following specialty areas: paternity and support establishment, intergovernmental, legal and enforcement.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans With Disabilities Act, in accordance with the requirements of that Act.*

1. Is familiar with and functions in accordance with the position duties and Tuscarawas County CSEA policy and procedures, local, Ohio and Federal rules and laws for the Child Support program.
2. Processes and reviews case information to locate parties, establish paternity, child support, and enforce existing support orders; interviews clients, conducts genetic testing; reviews, monitors and completes tasks necessary to enforce and collect child support payments and enforce medical support orders. Collects all child support due including accumulated arrearage until paid in full or the case is otherwise closed according to law.

3. Utilizes and reviews information obtained from SETS (Support Enforcement Tracking System), authorized data bases, websites, public records, clients, Courts, Job and Family Services Agency and other partners to issue the necessary forms and notices for execution of child support program services. Communicates with clients and other partners in the child support program via mail, email, telephone, in person or through the Ohio Child Support Customer Service Web Portal; enters and updates employment and address information and changes; issues income withholdings, National Medical Support Notices and other forms, notices and documentation related to the establishment, collection and enforcement of child support orders.
4. Initiates administrative enforcement tools including, but not limited to, income withholding, court or administrative requirement for an obligor to seek employment, license suspension, and financial institute data match. Refers cases to the legal Unit for judicial action to enforce an existing child support order; Corresponds or otherwise communicates with obligors to ensure compliance with court ordered child and medical support. Follows up on failed enforcement actions.
5. Receives and evaluates cases referred for intergovernmental services. Determines if case meets criteria for intergovernmental intervention and processes case according to the services needed. Interviews case participants to obtain pertinent information that enables the agency to proceed or follow up with the initiating or responding states or country. Initiates actions with the courts and other IV-D designated agencies or tribunals and corresponds or otherwise communicates with other state agencies to ensure that proper action is being taken to provide paternity, support establishment, location, and enforcement and collection of child support orders.
6. Utilizes the Ohio Child Support Program Manual, ODJFS Innerweb, Ohio law, and Tuscarawas County CSEA policy and procedures to enhance job performance and maintain a current working knowledge of federal, state and local rules and regulations regarding the child support program
7. Prepares and responds to referrals for the next appropriate action to execute child support program services. Prepares case files and documentation for the Hearing Officer or Staff Attorneys for Administrative and Court Hearings.
8. Maintains a data base of upcoming hearings, outstanding warrants, and acts as liaison between the CSEA, Sheriff's Office, courts, Clerk of Courts and other agencies to assist the Legal Unit in taking the next appropriate action necessary for the establishment, collection and enforcement of child support.
9. Documents in clear, concise detail all action taken in SETS and the CSEA file and ensures copies of all miscellaneous documentation, administrative and

court documents prepared and received by the agency are properly imported, scanned or placed in the appropriate section of the CSEA file.

10. Properly and accurately completes all necessary SETS screens.
11. Assists Management and other staff in special projects and completion of reports for performance improvement.
12. Assists clients in the introduction to the child support program, registering for the Web Portal, understanding of child support services processes and procedures, and answering general client questions on specific case questions or child support program questions.
13. Completes work in a timely and accurate manner, adhering to agency policy, rules, laws and direction of attorneys and supervisory staff.
14. Presents self in a friendly, cooperative and professional manner to co-workers, staff, other entities and agencies.
15. Prepares and assists in the preparation, implementation and training of staff in policy and procedure.
16. Represents the CSEA before the public, including answering questions and providing information to case participants, private attorneys, other authorized representatives of case participants and appropriate governmental representatives regarding child support cases, issues, policies and procedures.
17. Participates in all meetings, trainings, and activities as a member of the CSEA Case Management Unit.
18. Participates in community outreach, agency committees and events.
19. Maintains regular and predictable attendance.

### **OTHER DUTIES AND RESPONSIBILITIES**

Other duties as assigned.

## **EQUIPMENT OPERATED**

Computer; printer; copier; fax machine; telephone; switchboard; postage machine; other standard office equipment; audio/video projector; calculator, and audio tape machines and automobile on occasion to attend trainings and conferences.

## **CONTACTS WITH OTHERS**

CSEA staff; Case participants; court representatives; Judges; Magistrates; attorneys; law enforcement representatives; representatives of other governmental agencies and offices; witnesses; and general public.

## **WORKING CONDITIONS**

The employee may negotiate, use or work with or in the vicinity of emergency plans for evacuation purposes, fire plans for the prevention of fire hazards, flammable and combustible liquids, personal protective equipment, eye and face protection, hand protection, the handling of material and supplies, human blood and bodily fluids, or other potentially infectious materials, hazardous chemicals, and weapons.

General Duty: Safe and Healthful Workplace: The employee sits for extended periods of time operating and viewing a computer. The employee has contact with violent or emotionally distraught persons.

## **USUAL PHYSICAL DEMANDS**

***The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.***

While performing duties of this job, the employee frequently sits for extended periods of time while conducting research, reading files and performing other related duties. Employee frequently talks and hears over the telephone and in person. Vision demands are normal, except can include close, detailed vision when operating the computer, with the ability to adjust focus for close work. Employee may sit for extended periods of time while operating or traveling in a vehicle to and from worksites.

Employee must walk daily between county parking lots, CSEA and Tuscarawas County Court of Common Pleas which will result in periodic exposure to extreme weather conditions including rain, snow and ice.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:** Computer operations (e.g., Proficient in Microsoft Office Suite, Word-processing/data entry); research techniques; Preparation of legal and administrative child support documents; Office practices and procedures; email; Novell, Microsoft Office and Outlook, SETS, CRIS-E (**Can be Developed after employment, prior experience a plus**); court system processes pertaining to child support; child support location practices and requirements, investigative methods, standard office practices and methods; office procedures and work rules; in person and telephonic customer service techniques; basic mathematical skills; clear communication skills both oral and written; Ohio Child Support Program Manual; Tuscarawas County CSEA policy and procedures (**Developed after employment**)

**Ability to:** Develop and maintain effective working relationships with fellow employees, attorneys, case participants, other governmental representatives and general public; apply principles to practical work situations; maintain productivity and friendly working atmosphere; maintain confidentiality of confidential and sensitive subject matter; recognize threshold issues; communicate effectively in writing; handle and coordinate large case load; comprehend a wide variety of basic and complex technical, written material; carry out verbal and written instructions; maintain accurate records; make independent decisions within the position duties; complete child support program documentation; post information and data into computer and case file accurately; draft documents accurately and timely; proofread materials; add, subtract, multiply and divide whole numbers; calculate percentages, fractions and decimals; gather, classify and organize information in a clear and logical manner; maintain work, files and desk area in an organized manner; and effectively communicate basic child support program legal issues to lay persons.

**Skill in:** Word processing (Proficient in Microsoft Office Suite 2003-2010); operation of standard office equipment; operation of job related software applications; typing; data entry; oral and written communication; interviewing techniques; organization; oral and written communication; problem solving and multi-tasking.

## **QUALIFICATIONS**

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. Examples of acceptable qualifications are:

Experience in organizing and prioritizing work and in meeting deadlines; demonstrated ability to work cooperatively with staff and supervisor and to work independently; professional office etiquette; self-motivation; good judgment and attention to detail. Experience in customer service or other consistent interaction with the public; and demonstrable ability to perform the essential functions of the position.

Previous experience in a Family Services Agency (CSEA preferred);

An Associate's Degree or Certification in Office Administration; Legal Assisting; Paralegal or other like areas plus customer service experience

Job Applicants must pass a basic word processing/typing and mathematical test during the initial interviewing process.

## **LICENSURE OR CERTIFICATION REQUIREMENTS**

Maintains valid Ohio Driver's License. Notary Public in the State of Ohio (can be obtained upon employment)

<p><b>This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's appointing authority, supervisor or designee.</b></p>
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## **MANAGEMENT APPROVAL**

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

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

## **EMPLOYEE UNDERSTANDING AND AGREEMENT**

I understand, and will perform, the duties and requirements specified in this job description.

I have reviewed and understand the most current copy of the Tuscarawas County Personnel Policy Manual, and any additional policies adopted by the Tuscarawas County Child Support Enforcement Agency.

Employee: \_\_\_\_\_

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

Revision Date: 04/14/2015