

**AUGLAIZE COUNTY DEPARTMENT OF JOB & FAMILY SERVICES
JOB OPPORTUNITY**

Date Posted: January 11, 2019

Deadline: January 17, 2019

CLASSIFICATION: Child Support Case Manager

PAY RANGE: 14 \$15.76

POSITION NUMBER: 41007.0

UNIT: CSEA

HOURS OF WORK: 8:00 AM TO 4:30 PM (fluctuating when necessary)

SUPERVISOR: Terri Ernst

SEND RESUME (OUTSIDE BID) AND INTERNAL BID FORM (INTERNAL BID) TO:

Julie Gossard @ Julie.Gossard@jfs.ohio.gov

THIS POSITION IS:

Permanent Full-time Part-Time Intermittent

JOB DUTIES: See attached

MINIMUM QUALIFICATIONS: Completion of two years technical training or undergraduate major core coursework in criminology, social work, psychology or related field or two years experience in performing child support functions to include conducting Investigations to locate absent parents, establishment of paternity, and enforcement of Child support orders. Or one course or six months experience in interviewing techniques, one course or six months experience in business math, one course or six months experience in case preparation techniques, one course or six months experience in techniques of writing, and one course or six months experience in typing, keyboarding or word processing. **Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.**

Applicants needing accommodation for completing applications or interview, please contact the Business Administrator's Office at 1-567-242-2700

Auglaize County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or veteran status in employment or the provision of services.

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Auglaize County DJFS

DIVISION OR INSTITUTION

UNIT OR OFFICE
CSEA

State Agency
 County Agency
 New Position
 Change
 County of Employment: Auglaize

USUAL WORKING TITLE OF POSITION: Child Support Case Manager
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 41000.0 Case Manager/Investigator Supervisor 1

NORMAL WORKING HOURS (Explain unusual or rotating shift): 8:00am to 4:30pm
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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
67%	Manages child support cases in accordance with federal, state, & local laws & procedures. Conducts in-house & phone investigations by interviewing parties & witnesses to gather data to establish paternity & pursue child support payments, locate absent parents for the purpose of collecting child support, verifies information gathered by phone or letter by contacting employers, post offices, credit bureaus, public records, newspapers & computer system. Gathers documentation of evidence to prepare withholding orders, seek work orders or UIFSA paperwork. Prepares reports of findings, refers to IV-D attorney for legal action. Gathers payroll records, income tax returns & other documents pertinent to annual income. Conducts in-house & phone interviews with parties. Verifies & analyzes information to determine annual income of both parties. Collects & receipts in-house child support collections, performs complex financial functions in coordination with CSPC*.	K of: 1, 2, 3, 4, 5, 6, 7, 8 S in: 1, 2, 3, 4, 5 A to: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 13
20%	Processes appropriate documentation for child support cases. Monitors on-going cases for employment status, default of child support parents. Prepares written report of findings, recommends & submits information to IV-D attorney for enforcement to collect child support. Reviews court orders & other documents to verify accuracy of information to enter the court order case into SETS computer system. Analyzes case file & payment records to determine if arrears are owed. Calculates amount of child support. Prepares legal papers for court on computer system.	K of: 1, 2, 3, 4, 6, 8, 9, 10, 12 S in: 2, 3, 4, 5, 8 A to: 2, 3, 4, 6, 9, 12, 14, 15, 16, 17, 19
5%	Testifies in court as necessary. Performs clerical tasks related to investigations & follow-up reports. Maintains & updates files & records. Serves as back up for Administrative Hearing Officer on paternity cases.	K of: 2, 3, 13, 14 S in: 2, 4, 9
5%	Keeps abreast of changes to child support programs, laws, policies, & procedures & other duties as assigned.	A to: 4, 7, 8, 20, 21, 22, 23, 24
3%	Attends meetings & training.	

POSITION CONTROL NUMBER: 41007.0
 CLASS TITLE: Child Support Case Manager
 CLASS NUMBER: 30143

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Michael Morrow (Signature)

1/11/19