

**WYANDOT COUNTY
DEPARTMENT OF JOB AND FAMILY SERVICES
VACANCY POSTING – CLASSIFIED SERVICE**

DATE: January 11, 2024

CLASSIFICATION: 30143, Child Support Case Manager

POSITION CONTROL NUMBER: 10007.0

CATEGORY: Full-time Permanent – Six (6) Month Probationary Period

PAY RANGE: 28

RATE: \$18.05 - \$24.21 Per Hour, Plus Longevity & Educational Supplements

POSITION DESCRIPTION: See Attached

MINIMUM QUALIFICATIONS: See Attached

Send resume and cover letter to Wyandot County Department of Job and Family Services, Attn: Human Resources, 120 E. Johnson St., Upper Sandusky, OH 43351 or email Laura.Gier@jfs.ohio.gov. Posting will remain open until the position is filled.

**Wyandot County is an Equal Opportunity Employer
Wyandot County is a Drug-Free Workplace
ADA Accessible**

WYANDOT COUNTY
DEPARTMENT OF JOB AND FAMILY SERVICES

An Equal Opportunity Employer
POSITION DESCRIPTION

Class Number - 30143 Class Title - Child Support Case Manager PCN - 10007.0

☐ New Position ☐ Reclassification ☒ Update

Usual Working Title of Position - Child Support Case Manager

Position # and Title of Immediate Supervisor - 10013.0 - Attorney/Supervisor

Normal Working Hours - M-F 8:00-4:30

Current Employee -

JOB DESCRIPTION AND WORKER CHARACTERISTICS

Job Duties in Order of Importance and Minimum Acceptable Characteristics: Knowledge, Skills, and Abilities

ESSENTIAL FUNCTIONS OF THE POSITION:

- 60% Manages child support cases in accordance with federal, state, and local laws and procedures. Enters information into Support Enforcement Tracking System (SETS) on a daily basis. Answers inquiries from clients and/or public on a variety of child support issues. Conducts case audits to validate case arrears and SETS balances. Validates IRS and/or State Tax offset information in SETS. Schedules, processes, and conducts Administrative Child Support Reviews. Attends Administrative and/or Judicial Mistake-of-Fact Hearings. Gathers information for paternity establishment actions. Schedules genetic testing. Completes Acknowledgement of Paternity Affidavits and submits to Central Paternity Registry. Participates with Administrative Hearing Officer during Administrative Support Hearings by gathering information and calculating child support orders using Child Support Guidelines Worksheet. Documents all actions taken on cases. Completes case narrative in SETS. Completes written and/or statistical reports as needed. Processes Impound Orders and enters all appropriate credit information into SETS. Collects and receipts in-house child support collections. Works reports and performs complex financial functions in coordination with CSPC. Exhibits regular and predictable attendance. Conducts self in a professional manner at all times. Respects agency and client confidentiality principles.
- 30% Prepares appropriate documentation and affidavits for attorney for court Enforcement actions. Submits case information to attorney for judicial paternity actions and judicial support establishment actions. Processes reports and activities for various enforcement measures such as FIDM, license suspension, imposition of jail sentences, etc.). Researches and completes emancipation process and documentation as required by court. Compiles and submits initial documentation for interstate actions. Contacts appropriate state agencies to monitor on-going interstate actions.
- 5% Testifies in court (e.g., show cause, imposition of sentence, pre-trial, judicial support establishment, judicial default, and paternity hearings)
- 5% Keeps abreast of changes in child support program, laws, policies and procedures. Attends trainings, conferences, workshops and seminars. Utilizes Child Support Enforcement Manual. Participates with Supervisor in establishment of policy and procedures for unit. Completes special projects as assigned. Other duties as assigned.

Knowledge of: Computer operations (e.g., SETS, Microsoft Office, Scanning and EDMS);* Office practices and procedures pertaining to child support programs;* Federal, State, and local laws, rules, guidelines and regulations regarding child support programs; Intermediate level mathematical principles; Judgment Entries; Paternity test procedures; Investigative practices; Preparation of evidence for child support cases in court; Expert witness practices and procedures.

Skills in: Typing; Word processing; Excel, Power Point, Organization; Oral and written communication. **Ability to:** Perform a wide variety of interrelated or nonstandard procedural assignments; Perform intermediate mathematical operations (addition, subtraction, multiplication, and division of fractions, decimals, and percentages) in order to prepare financial audits or child support worksheets; Prepare correspondence; Gather, collate and summarize data; Explain legal or technical material to others; Use computers (e.g., SETS, Microsoft Office, including Word, Excel, PowerPoint, email, scanning and EDMS)*; Determine if changes to child support are justified. Extract information from various sources; Prepare evidence collected during the course of the investigation to present to Court or the Administrative Hearing Officer; Act as an expert witness; Read, copy, and record figures;

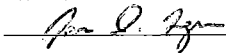
*Developed after employment

*Valid Ohio Driver License

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



10/20/22

My voluntary signature verifies that I have reviewed the contents and am aware of the requirements of my position description.

SIGNATURE OF EMPLOYEE

DATE



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.

Unusual Working Conditions/Hazards

The position does not require any unusual physical effort or exertion. As most investigations are conducted in-house, there is usually no physical danger to the employee. Irate clients and other persons contacted in the course of the investigation could present a hazard. However, serious problems occur infrequently.