

## **Child Support Technician (Enforcement Technician) (3917-12)**

### **Highly Competitive Employee Benefits and Generous Paid Time Off**

11 Paid Holidays, Immediately Begin Accruing Paid Vacation and Sick Time, Earned Personal Days, and Paid Parental Leave. Ohio Public Employee Retirement System which includes 14% Employer Contribution AND a defined benefit option. Highly Competitive and Comprehensive Benefits Package: Medical, HRA, Dental, Vision, Employer-Paid Life Insurance, Long-Term Disability, Tuition Reimbursement, Public Service Loan Forgiveness Eligibility, Free On-Site Parking, Wellness Incentives, robust Employee Assistance Program, access to Free Medical and Rx through Marathon Health, plus expansive Behavioral and Mental Health Resources, and More!

**DEADLINE TO APPLY:** 3/26/2024

**WORK LOCATION** Hamilton County Job & Family Services 222 E. Central Parkway Cincinnati, OH 45202

**WORK HOURS:** Full Time - 80 hours biweekly (**Potential for Hybrid Remote Work Schedule**)

**HOURLY SALARY:** \$19.32 hourly

**NOTE:** Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document : "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

### **REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):**

- Associate degree or equivalent of an associate degree (94 credit hours);
- OR two (2) years Job & Family Services experience.
- OR four (4) years' experience in customer service or collections work; or equivalent.

### **JOB DUTIES (SUMMARY):**

- Promptly and accurately responds with courtesy and compassion to inquiries via in person services, call center, and written communication from clients, third parties, and internal county departments. Explains federal, state and county policy and procedures. Third parties include but are not limited to case participants, attorneys, other JFS program personnel, court personnel, banks, employers, insurance agencies, credit bureaus, and CSEA's in other counties and states. Documents case record of all correspondence and case actions.
- Promptly and accurately responds with courtesy and compassion to inquiries via in person services, call center, and written communication from clients, third parties, and internal county departments. Explains federal, state and county policy and procedures. Third parties include but are not limited to case participants, attorneys, other JFS program personnel, court personnel, banks, employers, insurance agencies, credit bureaus, and CSEA's in other counties and states. Documents case record of all correspondence and case actions.
- Creates findings and recommendations such as terminations and judicial contempt. Initiates enforcement actions such as issue income withholding, license suspensions, intercept bank funds, refer cases for judicial contempt. Confers with in house legal section to interpret court entries. Prepares paperwork for state hearings, maintains and reports monthly activities to supervisor for manual processes
- Maintains confidentiality and follows FTI regulation policies. Attends state hearings, trainings, and meetings to stay current on federal, state and county processes. Completes RMS data.
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS AND ABILITIES:** (\*Indicates developed after employment)

- **Knowledge of:** \*Federal, state and county guidelines governing child support; general accounting terms, credit, arrears, payment/deposit, and overpayment; effective oral and written communication

- **Skill in:** \*Driving conversations to elicit information, conflict resolution communication, teamwork approach, basic software applications (Outlook, Microsoft Office, etc.)
- **Ability to:** Define problems, collect data, establish facts and draw valid conclusions; calculate fractions, decimals and percentages; handle sensitive inquiries from contacts with officials and general public; prepare concise and accurate report; independently manage time to meet assigned deadlines; \*Locate individuals' demographic information utilizing databases, social media, and direct contact

**POSITIONS SUPERVISED:** None

**LICENSURE AND CERTIFICATION REQUIREMENTS:** None

**BACKGROUND CHECKS REQUIRED:**

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee