

Child Support Technician - IP Tech (2222-12)

Deadline to Apply: March 30, 2020

Work Location:

Job & Family Services
222 E. Central Parkway
Cincinnati, OH 45202

Work Hours: Full Time, 80 hours biweekly

Starting Salary: \$16.73/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.

POSITIONS SUPERVISED: None

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

Knowledge of: principles of interviewing; federal and state laws and rules governing public assistance and child support; agency policies and procedures governing assigned area*; case preparation techniques*; effective oral communication; technical writing.

Ability to: define problems, collect data, establish facts and draw valid conclusions; calculate fractions, decimals and percentages; use proper research methods in gathering data; gather, collate and classify information about data, people or things; handle sensitive inquiries from and contacts with officials and general public; prepare meaningful, concise and accurate reports.

Skill in: computer terminal

LICENSURE AND CERTIFICATION REQUIREMENTS: None

Job Duties (Summary):

- Interviews obligees and obligors at the CSEA as necessary for determination of services needed; explains to obligees and obligors their rights and responsibilities, the responsibilities of the CSEA, and provides written notice of same when required by ODJFS; using the Support Enforcement Tracking System (SETS), completes documentation with respect to all aspects of processing a case, i.e., case narratives (automated or manual), referrals to other units or agencies, historical case profiles, etc.; verifies obligee and obligor demographic data; maintains production standards for case processing and interviewing; sets up new cases; researches and reviews case information to process referrals, defaults, client complaints, etc., using all automated and manual resources available; issues investigative reports, findings and recommendations to the court: recommends contempt citations; prepares paperwork for court orders, entries, affidavits, petitions, etc.; verifies balances via audits and distributions; updates financial balances based on court findings and administrative reviews; receives and posts payments; monitors and adjusts financial accounts to ensure proper disbursement of payments; negotiates/mediates with obligees and obligors on amounts to be paid on arrearages; computes current support using the mandated State Child Support Guidelines; receives and

responds to telephone calls and correspondence; works in conjunction with the Family and Adult Assistance Division when CSEA cases have a record of public assistance; works in conjunction with the Children's Services division for cases involving IV-E custody; works in conjunction with other states to initiate and respond to interstate actions in order to comply with the Uniform Interstate Family Support Act (UIFSA); schedules/reschedules clients for appointments; compiles with confidentiality law and regulation; demonstrates courteous and professional behavior to clients and co-workers.

- Compiles and submits to line supervisors all statistical and activity reports as scheduled; reviews and updates Child Support Enforcement Manual as needed; computes arrearages owed to the Ohio Department of Human Services; completes random moment sample RMS data for submission to RMS coordinator.
- Appears at state hearings and court hearings; attends staff meetings to discuss regulations and any revisions in procedures; attends conferences, training sessions and work shops to give or receive information pertaining to CSEA operations.
- Performs other related duties as assigned.