



NOTICE OF VACANCY

Stark County Job & Family Services Supervisor, Child Support Training

SUMMARY

Develops curriculum and conducts programs to train employees on Child Support policies and procedures to ensure compliance with state and federal regulations and maintains written policy and procedure for the agency. Supervises & coordinates activities of Child Support staff.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES (The functions listed below are intended to depict general job assignments, abilities and responsibilities required of this position. Other duties as assigned.)

Confers with managers, instructors, or customer's representative to determine technical training needs.

Writes training program including outline, text, handouts, and tests, and designs case scenarios, develops training plans.

Schedules training sessions for new and experienced staff based on staff needs and availability of space.

Schedules classes, based on availability of classrooms, equipment, and instructors.

Observes trainees in the work environment and answers trainees' questions.

Administers written and practical exams and writes performance reports to evaluate trainees' performance.

Maintains educational resources and materials.

Attends meetings and seminars to obtain information useful to technical training staff and to inform management of technical training programs and goals. Additionally, may give presentations at meetings and seminars.

Trains all affected staff on new policies and procedures issues by the state and/or agency

Develops and conducts technical training programs.

SUPERVISORY RESPONSIBILITIES

Temporarily supervises newly hired child support case managers during the training class and monitors their work when assigned an initial caseload. During this period evaluates the employees progress, schedules assignments and approves time report and leave requests. Additionally, may supervise a small Enforcement unit of up to three (3) child support case managers.

QUALIFICATION REQUIREMENTS:

To perform this job satisfactorily, the employee must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made for individuals with disabilities.

EDUCATION AND/OR EXPERIENCE

Associate's degree (A. A.) from an accredited college or university, Bachelor's degree preferred. Plus a minimum of three (3) years experience in a Child Support Enforcement Agency with both program knowledge and experience daily using SETS. Prior supervisory experience preferred.

CERTIFICATES OR LICENSES:

Must possess a valid State of Ohio driver's license at all times. Must possess auto insurance in accordance with ORC 4509.51 at all times.

COMPUTER EXPERTISE REQUIRED / EQUIPMENT OPERATED:

Experience daily using SETS; knowledge of the document imaging system (OnBase), and the ability to train Child Support staff on all three (3) of these systems relating to the performance of their jobs. Familiar with Microsoft Office products.

The following are examples only of office equipment routinely used and are not intended to be all inclusive: Computer, printer, typewriter, copy machine, fax machine, telephone, and other general office equipment.

Other Qualifications

The employee is responsible to maintain confidentiality; to work cooperatively and effectively with members of the public, other employees, related public agency staff, community businesses and service providers; to produce accurate and timely record keeping and reports as required by the position; may be responsible to drive motor vehicles with a valid Driver's License as required by the position; and may be required to travel, within and/or beyond the county. Responsible to attend meetings, in-services and training programs related to the position held. Responsible to maintain valid certification, licensure or registrations as required by the position to maintain employment. Demonstrates regular and predictable attendance.

Regular attendance is required. Incumbent must adhere to Agency policies regarding use of time of at all times. Incumbent is required to adhere to Agency rules & regulations and support the mission, vision & guiding principles at all times.

To apply, please access the agency's website at www.starkjfs.org An online application can be found under the Careers link. Applicants have the ability to upload a letter of interest and current resume.

We are an equal opportunity employer that does not discriminate based upon sex, race, creed, color, age, national origin or disability. Applicants may request reasonable accommodations to participate in the interview process.

NO PHONE CALLS WILL BE ACCEPTED