



UNION COUNTY OHIO
invites applications for the position of:

Child Support Case Manager

SALARY:	\$17.15 - \$25.73 Hourly
OFFICE:	Human Services
DEPARTMENT:	Child Support
OPENING DATE:	07/08/21
CLOSING DATE:	07/25/21 11:59 PM

DESCRIPTION:

Union County is now hiring a full-time Child Support Case Manager to join the Union County Human Services team. This position supports the Child Support Enforcement Agency unit within the Department of Job and Family Services. The Child Support Case Manager works under the general supervision of the Child Support Supervisor, Deputy Director and Director of Human Services, and primary responsibilities include the following: managing child support cases in accordance with federal, state and local laws and procedures; processing appropriate documentation for child support cases and testifying in court if necessary.

If you meet the requirements below and are passionate about social work, we encourage you to apply for this employment opportunity!

QUALIFICATIONS:

An example of acceptable qualifications:

Preferred Associate degree or above 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 support orders; OR education or experience in interviewing techniques, business math, case preparation techniques, business writing, and computer technology; OR high school diploma (or equivalent) plus work experience which meets the minimum essential functions of the position. Must have good verbal and written communication skills.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess a valid Ohio driver's license and maintain insurability under the County's vehicle insurance policy.

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive:

Motor vehicle, personal computer, laptop, iPad, applicable computer software, office phone system, printer, copy machine, fax machine, and other standard business office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); has contact with potentially violent or emotionally distraught persons; has exposure to hazardous driving conditions; has exposure to bed bugs, lice, scabies and other insects; works in proximity to the use of firearms; works in or around crowds; has exposure to hot, cold, wet, humid, or windy weather conditions; ascends and/or descends ladders, stairs, or scaffolds.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

ESSENTIAL FUNCTIONS:

For purposes of 42 USC 12101:

(1) Manages child support cases in accordance with federal, state and local laws and procedures, (e.g. reviews child support cases; recommends changes; tracks child support cases to ensure compliance; conducts investigations to locate absent parents; establishes paternity; enforces child support orders). Consistently and continually (e.g. at all times) represents the agency in a positive and professional manner and provides appropriate internal and external customer service.

(2) Processes appropriate documentation for child support cases. Greets guests and serves as agency representation to receive direct incoming phone calls and lobby visitors.

(3) Testifies in court as necessary.

(4) Keeps abreast of changes in child support program, laws, policies and procedures.

(5) Maintains required licensures, certification, and continuing education requirements, if any.

(6) Meets all job safety requirements and all applicable safety standards that pertain to essential functions.

(7) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

(8) Performs other duties as assigned.

MINIMUM ACCEPTABLE CHARACTERISTICS:

(*indicates developed after employment)

Knowledge of:

*personnel rules and regulations; *federal state, and local laws, rules, guidelines and regulations regarding child support programs; computer operations (e.g. SETS*); *paternity test procedures; investigative practices; work place safety; office practices and procedures; business grammar and spelling; intermediate level mathematics; case management; expert witness practices and

procedures; data entry; records management.

Skill in:

word processing; computer operation; use of modern office equipment; data entry; adding machine or calculator operation; organization; writing; oral communication; customer service.

Ability to:

Carry out instructions in written, oral, or picture form; deal with problems involving several variables within a familiar context; interpret a variety of instructions in written, oral, picture, or schedule form; recognize unusual or threatening conditions and take appropriate action; perform intermediate mathematical operations (addition, subtraction, multiplication, division, decimals, percentages); prepare accurate documentation; maintain records according to established procedures; extract information from various sources; respond to routine inquiries from public and/or officials; communicate effectively; understand a variety of written and/or verbal communication; exercise independent judgment and discretion; act as an expert witness; travel to and gain access to work site; develop and maintain effective working relationships; perform job safely.

APPLICATIONS MAY BE FILED ONLINE AT:

<https://www.unioncountyohio.gov/>

Position #00142
CHILD SUPPORT CASE MANAGER
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