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EXEMPT (Y/N):	No	JOB CODE:	CSC
DEPARTMENT:	District Attorney	CLASSIFICATION:	082
SUPERVISOR:	Office Manager	SALARY RANGE:	23
UNION (Y/N):	Yes	LOCAL:	AFSCME Local 1442

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**GENERAL STATEMENT OF DUTIES:** Perform a variety of activities to enforce the collection of child support payments. Do related work as required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Maintain a thorough understanding of current child support laws, guidelines and procedures, both on the state and federal level, as well as a thorough understanding of the state case management system.

Assist in maintaining confidentiality of records and office security per Federal and State requirements. Complete required certifications and audits and adhere with updated procedures. Assist with monitoring and maintaining the State Child Support computer system security for compliance with State and Federal requirements.

Assist in determining when a case meets criteria for misdemeanor or felony prosecution and prepare appropriate legal documents. Review case with prosecuting attorney, prepare court order, testify at hearings, and create and monitor compliance agreements. Monitor cases for compliance with terms of court ordered probation. Prepare documents for violation hearings, prepare evidence, and testify at trials for cases not in compliance. Respond to inquiries from attorneys and clients regarding processes and procedures of child support.

Prepare and file paperwork on paternity cases. Conduct investigations in paternity matters when necessary to establish the rights of a child, including interviewing, taking written statements and affidavits concerning allegations. Obtain records as evidence and prepare data for presentation during the court hearing, if required.

Prepare satisfaction and suspension of support payments. File documents and provide to parties involved when necessary.

Compute and determine arrearages owing and prepare documents to add and establish arrearages through judicial or administrative action. Assist with enforcement procedures, including bail, license suspensions, garnishments and lien actions.

Initiate and respond to interstate/international requests under URESA/UIFSA Act, including registering, enforcement, modification and paternity actions.

Attend training as required to maintain a thorough understanding of current child support laws, both State and Federal.

Perform additional duties as assigned.

**JOB DESCRIPTION: SUPPORT ENFORCEMENT AGENT 1**

DATE: 10/20/2014

Follow all safety rules and procedures established for work areas. Comply with all relevant County policies and procedures.

**SUPERVISORY RESPONSIBILITIES:** Supervision of employees is not normally a responsibility assigned to this position.

**SUPERVISION RECEIVED:** Work under the general supervision of the Office Manager who assigns and reviews work for conformance with established policies and procedures.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** High School Diploma or GED plus two years additional training in legal office practices and procedures acquired through specialized coursework, training or equivalent work experience. Any satisfactory combination of experience and training which demonstrates the ability to perform the above duties may be acceptable.

**KNOWLEDGE, SKILL AND ABILITY:** Thorough knowledge of State and Federal child support guidelines, policies and procedures, and case management system. Knowledge of State coding system and code abbreviations. Thorough knowledge of legal office practices and procedures, court proceedings and related documents. Proficiency in word processing, secretarial skills, legal forms and court procedures. Familiarity with the use of computers and business software such as word processing and spreadsheets.

Ability to understand and interpret support enforcement laws and orders. Ability to communicate effectively and prepare clear and concise reports. Ability to maintain the confidentiality concerning issues encountered. Ability to remain calm and use good judgement during confrontational or high-pressure situations. Ability to maintain effective working relationships with fellow employees, supervisors, other agencies, County officials and the general public.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimal, involving the movement of boxes, files, equipment, etc., seldom exceeding 30 pounds.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office environment. Frequent interaction with the public which may include upset, rude, or dissatisfied individuals.