

# Child Support Specialist

Oneida County Department of Social Services seeks an individual to enforce Child Support obligations in order to provide a certain standard of living for children. This full time (37.5 hours per week) position will provide case management to set, establish, and enforce Child Support obligations. This includes providing court testimony on a regular basis. The starting 2018 hourly wage is \$18.58 – \$20.17 based on previous education and experience plus excellent benefit package.

Qualified candidates must have a High school degree or equivalent, two years (48 credits) post high school education in related area with training as a paralegal or legal secretary preferred; requires two years' work experience in an office environment, preferably in a child support, law or court-related area; combination of education and experience may be considered. Position requires computer knowledge; ability to work with public and legal profession; excellent verbal and written communication skills; ability to type 60 wpm; and evaluate situations and make good independent decisions based on practice and procedures.

Complete job description, and required Oneida County application are available at the Northern Advantage Job Service Office at the 51A N. Brown St., Rhinelander, WI 54501, (715) 365-1500 or at [www.oneida.wi.gov](http://www.oneida.wi.gov). Completed application, resume and college transcripts are due at the Job Service Office by Wednesday, February 28, 2018 at 4:30 p.m.

EOE/AA

## **Oneida County Job Description**

**Job Title:** Child Support Specialist  
**Class Title:** Child Support Specialist  
**Department:** Social Services  
**Reports To:** Support Programs Supervisor  
**FLSA Status:** Nonexempt  
**Prepared By:** Mary Rideout, Social Services Director  
**Prepared Date:** October 2017  
**Approved By:** Lisa Charbarneau, Employee Services Director  
**Approved Date:** October 2017  
**Reviewed Date:** \_\_\_\_\_

**SUMMARY** To enforce Child Support obligations in order to provide a certain standard of living for children. Independently conducts investigations to determine facts on a case-by-case basis. Well defined policies and procedures set by Federal, State and Agency.

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

Handles day-to-day contact with clients, employers and other agencies including answering correspondence, phone calls and seeing walk-in clients as needed to keep the case up to date.

Reviews new applications and referrals for services and interviews clients about current situations, evaluates files at time of closing to ensure all obligations have been satisfied.

Communicates with Judges, Corporation Counsel, Family Court Commissioner, Clerk of Court's Office and attorneys on child support and paternity cases; provides testimony for court hearings and attempts to resolve legal issues.

Initiates employer checks, post office checks and queries to locate absent parents; uses state computer to check DILHR and CARES records.

Makes contact with collateral individuals in order to determine the facts or situations relative to cases.

Meets with non-custodial parents to stipulate to an order for Child Support; prepares for a formal court hearing including reviewing financial documents.

Commences wage assignments for payroll deductions of legal child support orders; initiate direction of income withholding orders to employers; verifies employment, earnings and other child support information.

Prepares orders for enforcement, establishment and paternity for court actions.

Attends and participates in paternity hearings providing information necessary to set child support, repayment of birthing costs, genetic tests and court costs.

Interviews mothers when paternity needs to be established; reviews Paternity Interview forms, initiates referrals to Corporation Counsel Office.

Collects data for felony non-support warrants by reviewing payment records; refers cases to the District Attorney for further action.

Any other duty as assigned.

**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.

Knowledge of Wisconsin Statutes relative to child support.

Knowledge of computer hardware, Microsoft Word and Windows software.

Ability to establish and maintain effective working relationships with staff, the public and legal professionals.

Ability to make sound decisions based on applicable laws and procedures.

Ability to maintain accurate and complete records and prepare clear and detailed reports.

Ability to use office machines including computer and calculator.

Ability to plan, organize and schedule priorities effectively, meet deadlines, and work accurately and efficiently under pressure.

Ability to adapt to changes in a professional manner and type a minimum of 60 wpm.

#### **EDUCATION and/or EXPERIENCE**

High school degree.

Two years post-high school education in related field and two years of related work experience.

#### **LANGUAGE SKILLS**

Excellent verbal and written communication skills.

#### **MATHEMATICAL SKILLS**

Good mathematical skills.

#### **REASONING ABILITY**

Must be able to evaluate situations and make good independent decisions based on practice and procedures. To maintain highest level of confidentiality of both clients and staff.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Wisconsin Driver's license.

**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.

**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.