

Seneca County Job & Family Services

Position Description

An Equal Opportunity Employer

Employee Name: Vacant
PCN: 16009.0
Unit: CSEA
Report to: Case Manager/Supervisor 1
Normal Hours: Flexible
EEO Status:

Position Title: Child Support Caseworker
Class Title: Child Support Caseworker
Employment Status: Full Time
FLSA Status Pay: Non-exempt
Civil Service Status: Classified
DOT: 195.267-022

General Description

Manages child support cases by processing appropriate documentation and testifying in court, if needed.

Education

High School Diploma or GED

Experience

- Two years technical training or undergraduate in criminology, social work, psychology or other related fields
- Two years experience performing child support duties or one course or six months in interviewing techniques, one course or six months in business math, one course or six months in writing techniques and one course or six months in typing, keyboarding or word processing or education or training/experience in an amount equal to the minimum qualifications stated above

Equipment Operated

- Computer
- Scanner
- Fax
- Telephone
- Calculator
- Copier
- Vehicles (must have valid Ohio driver's license)

Inherently Hazardous or Physically Demanding Working Conditions

None

Essential Functions

- Maintains and updates child support caseload and files
- Ensure compliance with local, state, federal rules/laws
- Enforces child support orders
- Conducts in house investigations to locate absent parent/obligors and pursue/terminate child support
- Determines child support obligation
- Performs audits
- Monitors case balances and payments
- Prepare and deliver court testimony
- Provides direct services to customers
- Makes appropriate community referrals
- Conducts miscellaneous clerical duties including mail
- Processes cash payments
- Attends conferences, workshops and trainings to obtain and maintain knowledge of current regulations
- Regular and predictable attendance

Other Duties and Responsibilities

Performs other related duties as assigned.

Characteristics

Knowledge of:

- Agency policies and procedures
- Investigative methods
- Interviewing techniques
- Rules of evidence

Skills in:

- Organization
- Communication
- Writing
- Typing/Word Processing

Ability to:

- Define problems
- Collect data
- Establish facts and draw conclusions
- Calculate fractions, decimals and percentages
- Gather data
- Handle sensitive inquiries
- Maintain confidentiality
- Maintain accurate records
- Maintain effective working relationship with supervisor and co-workers

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of the position description.

Signature of Appointing Authority

Date

Signature of Employee

Date