

FOREST COUNTY CHILD SUPPORT AGENCY

Position Description

Position Title: Paternity and Order Establishment Specialist

Reports to: Director of Operations

FLSA Status: Nonexempt

County Status: Regular Full Time Employee (40 Hour Work Week)

Pay Grade/Pay Structure: \$14.65-\$16.28 per hour

I. Position Summary:

Performs case management duties under the direct supervision of the Child Support Director to assist the Child Support Agency in meeting its program responsibilities required by state and federal statutes, laws, policy, and regulations governing the child support program. Establishes paternity (legal fatherhood) for children; establishes child support orders and other related obligations; and performs a wide variety of financial record/account keeping duties.

II. Essential Functions and Primary Duties:

- Maintains absolute confidentiality of all matters internal to the Child Support Agency
- Reviews and processes new applications and referrals for child support services and enters demographic and other information onto the Kids Information Data System (KIDS)
- Coordinates and conducts interviews with case participants, which may pertain to sensitive issues
- Explains the Agency's role in ensuring establishment of paternity, if paternity is not yet established, and uses appropriate administrative and/or judicial methods to establish legal fatherhood
- Coordinates, schedules, and conducts genetic testing
- Establishes child support and medical support obligations (financial and non-financial) in paternity cases, family cases, and when child(ren) are placed in substitute or kinship care
- Negotiates agreements with parties and drafts stipulations
- Requests, calculates and processes birth expense information
- Coordinates court scheduling and sends notices to parties
- Prepares and processes all court pleadings and legal documents on assigned cases
- Prepares accurate case notes for upcoming court hearings on assigned cases
- Works various reports and daily work lists relative to job position as assigned by the Child Support Director
- Answers questions from payers and payees regarding the allocation and distribution of child support collections
- Receipts and directs support payments to the WI Support Collections Trust Fund (WI SCTF) along with the appropriate coupons
- Receives and deposits program expenses to be submitted in a timely manner to the County Clerk's office for payment

- Coordinates efforts with other child support agencies in Wisconsin as well as other states through UIFSA when necessary to establish paternity, child support, and other related obligations
- Retrieves and processes incoming and outgoing CSENet transactions and follow-up on intergovernmental cases related to establishing paternity, child support and other related obligations
- Takes and returns messages pertaining to assigned caseload via office visits, telephone, or e-mail; provides the appropriate information to clients; or relays messages to the appropriate person or agency
- Prepares and responds to all correspondence/mail, in a timely manner, pertaining to assigned caseload and for other agency staff as needed
- Obtains service of process
- Generates and mails income withholdings and National Medical Support Notice to employers when appropriate. Verifies employment and health insurance coverage and enters information into KIDS
- Copying, faxing, scanning, filing, and use of all other office equipment as needed
- Conducts investigative activities to locate individuals, their employers, and their assets using CCAP, CLEAR, FIDM, DOT, DILHR, CARES, and other manual and computer accessed platforms
- Obtains and maintains access and queries state informational systems such as KIDS, CARES, DOT, CLEAR, EOSP, BIRTH QUERY, DILHR, etc. related to assigned caseload
- Completes assigned tasks and reports within the required time frames set by law, regulation, or policy
- Maintains and orders office supplies along with monitoring complete inventory
- Reviews published fact sheets, bulletins, memos, manuals, and other published material on the DCF child support partner resource website pertaining to job responsibilities
- Performs any and all other duties associated with the operation of the child support agency as directed by the Child Support Director

III. Additional Responsibilities

- Attends any assigned conferences, meetings, webinars, and CBT training's necessary in order to remain current with changes in state law, federal regulations, and administrative rules.
- In-state travel may be required

IV. Supervision

Under the direct supervision of the Child Support Director who will determine conformance with established procedures and policies and effective accomplishment.

V. Physical Demands and Work Environment

The physical demands and work environment characteristics 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.

While performing the duties of this job, the employee is regularly required to engage in conversation and is required to speak and listen. The employee is frequently required to sit and use hands to grasp and place objects. The employee is occasionally required to walk and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

VI. Minimum Qualifications

Education: Completion of high school courses or its equivalent.

Experience: Previous training or experience in computers and bookkeeping or accounting and any experience or training which provides the required knowledge, skills, and abilities set forth below.

Skills, Knowledge and Abilities:

- Knowledge and experience with legal terminology, legal documents, and the legal system
- Knowledge and experience with Microsoft Word and other common computer programs
- Knowledge of basic computer functions and operation
- Knowledge of basic math and bookkeeping/accounting principles
- Ability to communicate effectively, orally and in writing
- Ability to learn and implement moderately complex program policies and procedures
- Ability to set up and maintain accurate records and files
- Ability to make decisions in accordance with laws, regulations, and policies as established by department procedures
- Ability to work independently in a fast-paced environment with a high degree of accuracy on all assigned tasks without constant supervision or explicit direction
- Ability to work cooperatively and with tact and courtesy, with difficult or upset customers in a professional manner
- Maintain effective working relationships in a non-discriminative manner with fellow employees, other departments, members of the legal profession, and general public
- Ability to work under stress and in compliance within deadlines
- Ability to exercise discretion in maintaining absolute confidentiality

A test may be administered to determine the applicants experience and skills in computer operation, typing, mathematical ability, and also to determine if the employee qualifies for the position to be filled pursuant to the job description.

Licenses and Certifications: Must possess and maintain a valid Wisconsin driver's license, and maintain minimum county insurance requirements.

Forest County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.

Approvals: Approved by Personnel Committee on May 23, 2017.

Department Head: _____ Date: _____