

**FOREST COUNTY CHILD SUPPORT AGENCY**  
Position Description

Position Title: **Receptionist**

Reports to: Director of Operations

FLSA Status: Nonexempt

County Status: Regular Full-Time Employee (35 Hour Work Week)

Pay Grade/Pay Structure: \$16.02 to \$17.80 per hour

**I. Position Summary:**

This position serves as the Receptionist for the Child Support Agency and will be primarily responsible for responding to phone calls and greeting customers, and providing basic accurate program information to customers and directing inquiries to proper sources of information or service. This position also performs case management duties under the direct supervision of the Child Support Director to assist the Director and Child Support Specialists with various administrative duties relating to the child support program regarding the establishment, enforcement and collection of child support and medical support payments for children by complying with federal regulations, state and administrative laws. Performs all other duties as assigned.

**II. Essential Functions and Primary Duties:**

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Opens, sorts, and distributes the mail in the morning, and gathers outgoing mail for mailing in the afternoon. Receives and distributes incoming faxes. Processes returned mail, address changes and name changes including gathering additional information where necessary to complete task.
- Obtains and maintains security access to a number of systems to operate and manage the child support program.
- Reviews and processes new applications and referrals for child support services and enters demographic and other information onto the Kids Information Data System (KIDS).
- 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.
- Assists Child Support Specialist in coordinating, scheduling, and conducting genetic testing.
- Coordinates appointments and court scheduling, and sends notices to parties.
- Files closed cases for required retention period. Purge closed cases at year-end in accordance with Bureau of Child Support policies. Document purge of file on the KIDS system.

- Transitions child support paper files to digital file system which includes scanning historical case files and incoming documents on current cases.
- Assists Director or Child Support Specialists in preparing and processing court pleadings, legal documents, correspondence and forms as needed.
- Routes documents through the e-filing system.
- Assists Director or Child Support Specialists with preparation of court pleadings, orders, and other legal documents, in a timely manner, as needed.
- Answers general questions about the child support program and answers questions related to specific child support cases to the best extent possible; if matter is unresolved, relays call to Director or appropriate caseworker as necessary.
- 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.
- Processes invoices for timely payment and with correct account information.
- Takes and returns messages and provides the appropriate information to clients; or relays messages to the appropriate person or agency as needed.
- Prepares correspondence for Director or Child Support Specialists, in a timely manner, as needed.
- Obtains service of process for Director or Child Support Specialists as needed.
- 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.
- Assists Director or Child Support Specialists by conducting investigative activities to locate individuals, their employers, and their assets using various manual resources and computer accessed platforms as needed.
- Verify and interpret demographic/other information received through numerous absent parent locate resources. Submit locate requests and consult with Director and Specialists as needed.
- Document case events and participant events in state system as appropriate.
- Access Control-D reports and distribute to appropriate staff.
- Access data warehouse database to compile and analyze reports for program evaluation and various projects.
- Completes assigned tasks and reports within the required time frames set by law, regulation, or policy.
- Ensures that resource information is appropriately stocked in the brochure holders and maintains the communication bulletin board with current and pertinent information.
- Maintains and orders office supplies along with monitoring complete inventory.
- Reviews published fact sheets, bulletins, bulletin board, memos, manuals, and other published material on the DCF child support partner resource website to remain current with 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**

#### **Skills, Knowledge and Abilities:**

- Basic knowledge of the Child Support Program.
- Knowledge and experience with legal terminology, legal documents, and the legal system.
- Knowledge and experience with Microsoft Office including Outlook, Excel, and Word.
- Knowledge of basic computer functions and operation.
- Knowledge of basic math and bookkeeping/accounting principles.
- Ability to relate well and cooperate with the public.
- Knowledge of general filing procedures.
- Ability to communicate effectively, orally and in writing.
- Knowledge of general telephone techniques and customer service practices.
- 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 answer inquiries and complaints effectively with tact and courtesy.
- High level of organizational skills, accuracy, and attention to detail.
- 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 and ADA and civil rights compliance.

**Education:** Completion of high school courses or its equivalent.

**Experience:** Previous training or experience with computers and office experience, and any experience or training which provides the required knowledge, skills, and abilities set forth below.

**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.**

**Employment will be conditional upon successful completion of a Federal Bureau of Investigation (FBI) fingerprint based criminal background check conducted by the State Department of Justice.**

**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.

Approved by Child Support Committee on March 28, 2019.

Approvals: Approved by Personnel Committee on April 30, 2019.

Department Head: \_\_\_\_\_ Date: \_\_\_\_\_