

FOREST COUNTY CHILD SUPPORT AGENCY

Position Description

Position Title: **Administrative Assistant**

Reports to: Director of Operations

FLSA Status: Nonexempt

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

Pay Grade/Pay Structure: \$ 18.00-\$21.33 - Wage Tier applies

I. Position Summary

This position works under the direct supervision of the Child Support Director and performs a wide variety of clerical and administrative support to the Child Support Director and Child Support Specialists. This position is responsible for handling phone calls, greeting and assisting walk-in customers, answering general and case related questions, and directing inquiries to proper staff or resources.

II. Essential Functions and Primary Duties

The following 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. Further, it is not intended to limit or modify the right of any supervisor to assign, direct and monitor the work of employees under their supervision.

- 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 and updates Kids Information Data System (KIDS) accordingly.
- Takes phone calls and returns messages, answers case related questions, and provides appropriate information to clients. Relays information and messages to the appropriate worker as necessary.
- Enters and maintains case and participant information in KIDS, and works daily worklist items in KIDS.
- Communicates and coordinates with partnering agencies to offer employment-oriented services to noncustodial parents, and monitors and tracks referrals sent to partnering agencies.
- Obtains and maintains security access to a number of systems to operate and manage the child support program. Required to be knowledgeable of systems and navigation, and must be able to accurately interpret data and other information obtained from these systems.
- Follows security procedures and ensures visitors are signed in and out of visitor log book
- Must adhere to strict confidentiality and IRS safeguarding requirements.
- Accesses Control-D and Data Warehouse/Webi reports and distributes to appropriate staff, and compiles reports for program evaluation as instructed by the Director.
- Assists Child Support Specialist with conducting genetic testing. Must obtain Buccal Swab Training/Certification prior to performing genetic testing.
- Assists Child Support Specialists with arranging phone or virtual hearings for inmates, and assists with meeting or court scheduling as needed.
- Lead responsibility to transition child support paper files to digital file system. Documents purge of files on cases in the KIDS system.
- Lead responsibility for routing documents through the e-filing system.
- Answers basic 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 as directed by the Child Support Specialist.
- Processes invoices for timely payment and with correct account information.
- Prepares correspondence for Director or Child Support Specialists, in a timely manner, as directed.
- Prepares travel requisitions and arranges travel for staff.
- Works with Child Support Specialists to coordinate service of process through law enforcement agencies or process servers as needed.
- Assists staff with generating and mailing income withholdings and National Medical Support Notice to employers when appropriate. Verifies employment and health insurance coverage and enters information into KIDS.
- 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. Update demographic information in the state system.
- Completes assigned tasks and reports within the required time frames set by law, regulation, or policy.
- Copying, faxing, scanning, filing, and use of all other office equipment as needed.
- 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.
- Attends or participates in conferences, meetings, and trainings (virtual or in person) required to manage casework. In-state travel may be required. Keep current with laws, policies and procedures, rules and regulations pertaining to the child support program.

III. Supervision

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

IV. 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 stand. 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.

V. Education and Experience Requirements

- Completion of high school courses or its equivalent. Associate degree in an administrative professional, business or human services type program or related field is preferred.
- Minimum of two years clerical experience or working in a professional office setting with extensive public interaction. Experience working in a child support agency is preferred.
- Any combination of education, training and experience which provides the required knowledge, skills and abilities will be considered.

VI. Skills, Knowledge and Abilities for Successful Performance of Job Duties

- Basic knowledge of the Child Support Program.
- General knowledge of court proceedings, legal terminology, legal processes, and legal forms related to child support.
- Ability to type accurately and at a reasonable rate of speed.
- Knowledge and experience with Microsoft Office software, and basic computer functions and operation.
- Ability to work and understand a complex data system (KIDS), and other computer systems used by the child support agency.
- Knowledge of general filing procedures, and ability to set up and maintain accurate records and files.
- Ability to operate a multi-line phone system, and exercise excellent telephone communication etiquette.
- Ability to learn complex program policies and 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 understand and effectively communicate and carry out written and oral instructions.
- Ability to answer inquiries and complaints professionally and 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 achieve compliance within deadlines.
- Ability to adhere to strict confidentiality guidelines as well as computer security requirements.
- Notary Public eligible.

VII. Special Requirements, Licenses and Certifications

- A test may be administered to determine the applicants experience and skills in computer operation, typing, mathematical ability, or other knowledge 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 through the Wisconsin Department of Justice including a search of local, state, and national records. Verification of eligibility to work in the United States by completing USCIS Form I-9 is required. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the position.

- Must pass pre-employment and random drug and alcohol screening during the course of employment.
- 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.

Approved by Child Support Committee on March 28, 2019.

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

Department Head: _____ Date: _____