



## LAKE OF THE WOODS COUNTY POSITION DESCRIPTION

**DATE:** May 2024

**JOB TITLE:** Child Support Officer

**DEPARTMENT:** Social Services

**JOB GRADE:** 13

**FLSA:** Non-Exempt Non Union/Merit

**REPORTS TO:** Social Services Director

**SUPERVISES:** N/A

### **GENERAL DUTIES:**

Under general supervision, performs paralegal functions related to the establishment and enforcement of child support orders for public assistance and non-public assistance clients; locates absent parents; interviews mothers and alleged fathers to establish paternity, explains rights and obligations and negotiates settlements; initiates necessary legal actions; works closely with the county attorney, judges, court administrators, child support magistrates, local attorneys, income maintenance and social service staff, employers, and a variety of other resource personnel; testifies in court proceedings; and maintains all necessary and legal documentation.

### **MINIMUM QUALIFICATIONS:**

- • An associate of arts in criminal justice, law enforcement, paralegal, social work, psychology, human services, or business administration or completion of a technical or community college child support AAS or diploma program.

*or*

- • A high school diploma, or GED, AND one of the following:
- • Two years of experience working in child support programs and having responsibility for carrying our part of child support collections (i.e. as a Support Enforcement Aide, Collections Officer) or experience in a government agency with responsibility for collection of fees.

*or*

- • Three years of experience providing clerical or other support services to child support staff, or experience as a legal secretary or paralegal (performing research on cases, gathering necessary documents for trials, preparing documents and pleadings, assisting attorneys in court, etc).

*or*

- • Four years of experience in collections work in the private sector.

*A candidate may substitute experience for education and education for experience in order to meet the qualifications.*

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Considerable knowledge of child support laws, rules, regulations and policies. Considerable knowledge of the legal process related to child support orders and hearings.
- Considerable knowledge of the laws and rules pertaining to data privacy.
- Considerable knowledge of rules of evidence and court procedures.
- Knowledge of federal and state income maintenance program laws, rules and regulations.
- Knowledge of legal terms, forms and substance to be followed in drafting/writing orders of judgment and contempt actions and other legal documents.
- Knowledge of community resources.
- Knowledge of personal financial management techniques.
- Knowledge of debt collection approaches and laws.
- Knowledge of human behavior.
- Basic computation skills.
- Ability to organize and prioritize work.
- Ability to handle hostile or uncooperative people.
- Ability to analyze facts and evidence to make sound recommendations
- Ability to explain and interpret complex laws, rules and regulations and court orders.
- Ability to process a large volume of work quickly and accurately.
- Ability to work independently.
- Ability to conduct an effective interview.
- Ability to enter and retrieve data from a computer system using a keyboard.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to develop effective working relationships with attorneys, child support magistrates, co-workers, clients, court personnel, human services staff, personnel from other organizations and employers.
- Ability to maintain effective working relationships with individuals from all cultural, occupational and socioeconomic backgrounds.
- Ability to establish and maintain thorough case files in compliance with state and federal laws, both for on-going collections and for audit process.
- Ability to prepare clear, concise and comprehensive reports.
- Ability to prepare court documents in a paralegal capacity.

**ESSENTIAL FUNCTIONS:**

- Interviews mother and alleged father in paternity cases to explain related laws, responsibilities and rights and to secure acknowledgment of paternity.
- Arranges interviews and appointments for genetic testing of alleged fathers, mother and child to establish paternity.

- Locates absent parents through cooperative efforts with law enforcement agencies, Department of Human Services, the post office, employers, custodial parents, relatives and other information sources.
- Interviews parents to obtain case information, employment status and to determine their ability to pay child support.
- Initiates interstate/intrastate actions to establish orders or enforce existing child support orders from other jurisdictions in order to secure child support payments.
- Negotiates out of court child support related settlements for approval by appropriate authority.
- Initiates necessary legal action to establish a court order for support and/or reimbursement, or to enforce an existing court order.
- Selects and refers appropriate cases to the county attorney for legal action.
- Prepares legal documents for review and signature of the county attorney.
- Interviews witnesses for trial as necessary.
- Testifies in court on behalf of agency or client, prepares court documents, provides financial and current case status information.
- Gathers information, reviews finances and makes recommendations for the amount of child support to parents, attorneys and the court.
- Participates in modification of child support and appeals hearings.
- Processes cases to comply with court orders regarding income withholding, cost-of-living adjustments, liens and medical insurance provisions.
- Monitors billings and payments on accounts and contacts obligors to resolve delinquent payments expeditiously.
- Takes appropriate legal action to establish an order for medical support or to enforce an existing medical support order.
- Contacts clients who have received overpayment of public assistance money, sets up recovery payment plan and monitors compliance.
- Handles case correspondence and all necessary case maintenance.
- Retrieves, enters and changes information from paper and computer files (including use of the statewide child support and income maintenance computer systems) in order to obtain and correct case information, monitor case status and oversee the progress of enforcement actions.
- Responds to inquiries about the child support program from any inquiring party, including employers, attorneys and clients.
- Make referrals to other agencies such as social services, legal services, job service, etc., as appropriate.
- Provides data to supervisor regarding work processing/flow and problem cases.
- Implements program changes as mandated by the legislature and the Department of Human Services.
- May assist in the preliminary investigation of suspected fraud cases and preparation of those cases for fraud prosecution.

**ADDITIONAL DUTIES AND RESPONSIBILITIES:**

- Other duties as assigned or required.

**WORKING CONDITIONS AND ENVIRONMENT:**

The job has good working conditions in general, but is a diversified job requiring sustained mental effort related to numerous public contacts, deadlines, organizational issues, planning and technical areas. The individual may have pressure to complete work by established deadlines. There is sustained exposure to sitting and use of a computer. The employee must be able to lift a minimum of 25 pounds such as a case of computer paper. Must be able to travel intermittently for conferences, meetings or training sessions. Must comply with all County, State and Federal Safety policies

**SAFETY DUTIES:**

- Cooperates with the County's Safety Program and conducts work habits in a manner that enhances the safety of all employees.
- Responsible for behavior that is consistent with OSHA regulations, County policies, departmental safety rules and office policies. Attends all required safety training sessions.