

**Jefferson County  
Position  
Description**

**Name:** \_\_\_\_\_ **Department:** Child Support Agency  
**Position Title:** Child Support Specialist I **Pay Grade:** 5 **FLSA:** Non-exempt  
**Date:** August 2024 **Reports To:** Child Support Director

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**Purpose of Position**

The purpose of this position is to establish, enforce, and modify child support orders and perform case management tasks for Jefferson County Child Support Administration.

**Essential Duties and Responsibilities**

**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.**

- Monitors child support case compliance using a variety of complex computer systems.
- Manages child support caseload for compliance with state and federal regulation and timelines using KIDS worklists.
- Provides customer service to all case parties and prepares required correspondence or documents for compliance with court orders and State and Federal guidelines.
- Works through the legal process and prepares correspondence and legal documents such as stipulations, orders, motions, affidavits, subpoenas, summons, petitions, warrants, income withholding, and other legal documents required to establish, enforce, or modify child support.
- Performs interviews to determine and calculate support levels, mediates negotiations to modify child support orders, establishes support and health insurance coverage, and calculates adjustments and payments on arrears.
- Identifies, researches, and prepares correspondence and legal documents for establishing, enforcing, and modifying child support orders.
- Conducts investigations to obtain information to process cases or locate non-custodial/custodial parents. Uses a variety of resources to identify, research, and verify name, address, location, place of work, and other important information such as income.
- Provides written and oral information regarding support cases to attorneys, law enforcement, employers, other agencies, clients and the general public; also explains policies, procedures, rules, and regulations.
- Secures documents, organizes information supporting recommendations, and maintains electronic filing system.
- Schedules appointments, hearings, and depositions.
- Maintains knowledge of current Child Support Agency rules, State statutes, and regulations.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or may develop.
- Demonstrates dependable attendance.

**Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- Appears on behalf of agency at court proceedings. Contacts witnesses and prepares files, discovery and subpoenas for trial.
- Performs Administrative Assistant II tasks in his/her absence.
- Serves case participants with legal documents.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High school diploma or equivalent required with two years related experience and/or training; or associate's degree and one year experience; or an equivalent combination of education and experience.

### **Preferred Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree from a college or university

### **Other Requirements – Certificates/Licensures**

Notary Public.

Comply with IRS Publication 1075- fingerprint background investigation.

### **Knowledge, Skills, Abilities**

- Ability to reliably and predictably carry out one's duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to work effectively with individuals and families in very emotional and difficult situations and in situations where individuals may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to maintain confidentiality.
- Ability to follow Federal, State, County policies and procedures.
- Knowledge of Federal and State civil and criminal laws and regulations applicable to the delivery of child support services, including record retention and privacy issues.
- Knowledge of Federal and State laws pertaining to child support services programs including the establishment, modification and enforcement of child support orders.
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.
- Skill in prioritizing workload, developing action plans and meeting deadlines.

**Supervision**

None.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions.

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

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

\_\_\_\_\_

\_\_\_\_\_

Supervisor

Date

\_\_\_\_\_

\_\_\_\_\_

Human Resources

Date

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