

**MIAMI COUNTY JOB AND FAMILY SERVICES**

**JOB ANNOUNCEMENT**

**JOB TITLE:** Child Support Case Manager      Full-time      \$14.63- \$20.48 per hour

**JOB RESPONSIBILITIES:** Manages child support cases in accordance with federal, state and local laws and procedures. Contacts and interviews parties. Using computer resources, conducts in-house investigations for child support enforcement, including collecting and verifying information. Determines compliance with court orders. Prepares documents and recommendations for enforcement of child support. Related data entry and case maintenance tasks. Uses SETS (Support Enforcement and Tracking System) and document imaging system.

**MINIMUM QUALIFICATIONS:** Completion of secondary education plus:

- Completion of two years technical training or undergraduate major core course work in criminology, social work, psychology or related field.
- Or, two years experience in performing child support functions to include conducting in-house investigations to locate absent parents, establishment of paternity, and enforcement of child support orders.
- Or, one course or six months experience in interviewing techniques, one course or six months experience in business math, one course or six months experience in criminal investigations, one course or six months experience in case preparation techniques, one course or six months experience in criminal courts proceedings, one course or six months experience in techniques of writing, and one course in typing, keyboarding or word processing.
- Or, education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

**METHOD OF APPLICATION AND DEADLINE:** All interested applicants may acquire an application at OhioMeansJobs Miami County, 2040 North County Road 25-A, Troy, OH 45373 between the hours of 7:00 a.m. to 6:00 p.m. Monday and 8:00 a.m. to 5:00 p.m. Tuesday through Friday. Applications may also be accessed through the Miami County web site at [www.miamicountyohio.gov](http://www.miamicountyohio.gov). Applications must be submitted via the website or returned to the above address by 5:00 p.m. Friday, August 30, 2019.

**MIAMI COUNTY JOB AND FAMILY SERVICES IS  
ACCESSIBLE TO THE DISABLED**

**MIAMI COUNTY JOB AND FAMILY SERVICES IS AN  
EQUAL OPPORTUNITY EMPLOYER**

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY

MIAMI COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

## PERSONNEL DIVISION

USUAL WORKING TITLE OF INDIVIDUAL  
Child Support Case Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
12000.0 Case Manager Supervisor 1

NORMAL WORKING HOURS (EXPLAIN UNUSUAL OR ROTATING SHIFT)

FROM: 8:00 AM

TO: 5:00 PM

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

POSITION CONTROL NUMBER	%	JOB DUTIES IN ORDER OF IMPORTANCE	MINIMUM ACCEPTABLE CHARACTERISTICS
CLASS TITLE Child Support Case Manager	50	Manages child support cases in an assigned caseload. Includes enforcement actions such as income withholding notices, employment verifications, emancipation notices, and default notices. Updates SETS-Support Enforcement Tracking System with current information as received from the clients, employers, courts and any other source including information regarding emancipation, employment or address. Reviews and performs modification of support in assigned child support caseload. Gathers information and calculates modified support amount. Also includes locate activities such as postal verifications and monitoring SETS locate activities. Updates SETS running record with all actions taken on any case.	Knowledge of (1) computer operations, (2) office practices and procedures, (3) federal and state rules and laws, (4) interviewing principles, (5) investigative practices; Skill in (6) typing and word processing, (7) organization, (8) written and oral communication; Ability to (9) perform variety of interrelated and nonstandard procedural assignments, (10) add, subtract, multiply and divide fractions, decimals, percentages, (11) maintain accurate records, (12) complete forms and correspondence, (13) gather, collate and summarize data, (14) draw valid conclusions.
	20	Prepares, sends and monitors all forms for interstate cases both initiating and responding from Ohio in assigned caseload. Monitors through calls and correspondence to confirm status of cases in other jurisdictions. Record in SETS as information is received.	Knowledge of 1, 2, 3, 4, skill in 7, 8, ability to 9, 11, 12, 13, 14, (15) work with others, (16) give or exchange facts and information.
	10	Review requests for termination of child support orders in accordance with established law, regulation and policy. Terminate orders as appropriate.	Knowledge of 1, 2, 3, 4, skill in 7, 8, ability to 9, 11, 12, 13, 14, (15) work with others, (16) give or exchange facts and information.
	10	Consults with custodial and non-custodial parents in person and by phone as well as employers and others to obtain information to enforce the child support order. Answers questions that the public inquiries assistants are unable to answer.	Knowledge of 1, 2, 3, 4, skill in 7, 8, ability to 9, 11, 12, 13, 14, (15) work with others, (16) give or exchange facts and information.
	5	Reviews and refers cases to legal for civil court action or for referral for felony indictment. Prepares case summaries and other related documents and correspondence for state hearings. Participates in administrative and court review as needed.	Knowledge of 1, 2, 3, 4, skill in 7, 8, ability to 9, 11, 12, 13, 14, (15) work with others, (16) give or exchange facts and information.
	5	Regularly review and develop a comprehensive knowledge of the federal, state and local laws and procedures for the child support program. Attends staff meetings, workshops, conferences and training sessions. Includes SETS and CRIS-E training as needed.	Knowledge of 1, 2, 3, 4, skill in 7, 8, ability to 9, 11, 12, 13, 14, (15) work with others, (16) give or exchange facts and information.
CLASS NUMBER 30143		Performs other related duties as required.	Must demonstrate regular and predictable attendance.

LIST POSITION NUMBERS & CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED

None

SIGNATURE OF AGENCY REPRESENTATIVE

*Teresa Brubaker*  
Teresa Brubaker, Director

DATE

12/2/2016