

**WARREN COUNTY
CHILD SUPPORT ENFORCEMENT AGENCY**

POSITION AVAILABLE

JOB CLASSIFICATION TITLE: INVESTIGATOR
DEPARTMENT: CHILD SUPPORT
ENFORCEMENT AGENCY
PROBATIONARY RATE: \$13.00/HOUR (365 DAYS)
PAY RANGE: \$14.96 – \$15.11
SCHEDULED HOURS: 40 HOURS PER WEEK

SEE ATTACHED JOB DESCRIPTION FOR MINIMUM

QUALIFICATIONS AND ESSENTIAL DUTIES OF THIS POSITION

POSTING PERIOD: THIS NOTICE IS BEING POSTED FOR A PERIOD OF
TIME NOT LESS THAN SEVEN (7) CONSECUTIVE
CALENDAR DAYS, BEGINNING **JUNE 29, 2018.**

**APPLICANTS MAY FAX/MAIL AN APPLICATION OR APPLY IN PERSON BETWEEN
THE HOURS OF 8:00 A.M. AND 4:30 P.M. AT:**

WARREN COUNTY
CHILD SUPPORT ENFORCEMENT AGENCY
ATTN: KATHY DECAIRES
500 JUSTICE DRIVE
PO BOX 440
LEBANON, OHIO 45036
FAX 513.695.2969

**A WARREN COUNTY APPLICATION MUST BE COMPLETED.
NO PHONE CALLS PLEASE**

**APPLICATIONS CAN BE SUBMITTED THROUGH JULY 13, 2018 OR UNTIL THE
POSITION IS FILLED**

THIS POSITION IS SUBJECT TO A POST-OFFER DRUG SCREEN AND
A BACKGROUND CHECK.

WARREN COUNTY IS AN EQUAL
OPPORTUNITY EMPLOYER
POSITION DESCRIPTION
WARREN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

JOB CLASSIFICATION TITLE:	CHILD SUPPORT INVESTIGATOR
FLSA STATUS	Non Exempt
PROBATION	365 Days
CIVIL SERVICE STATUS	Classified
EMPLOYMENT STATUS	Full-time
REPORTS TO:	Supervisor
DIVISION:	Customer Service

DISTINGUISHING JOB CHARACTERISTICS

Child Support Investigators, under general supervision, perform a wide variety of child support duties; maintains a caseload; investigates and analyzes child support cases, initiates appropriate actions to establish and enforce child and medical support court orders. Updates, reviews and monitors case records using the statewide Support Enforcement Tracking System (S.E.T.S). Investigates and analyzes case information to determine the appropriate enforcement action to enforce and collect child support. Reviews and prepares case records to ensure the validity of information to present for testimony for judicial hearings related to child support enforcement and collection. Interviews, investigates and responds to inquiries from custodial and non-custodial parents, courts, attorneys and employers to resolve problems related to child support. Initiates a variety of documents for administrative actions and/or court hearings, such as legal court documents, wage withholding, interstate transmittals, contempt petitions, subpoenas, and bench warrants to collect past-due child support payments.

Investigator responsibilities may include one or more of the following specialty areas: Customer Service Representative, Intake Investigator, Paternity & Establishment Investigator, Modification & Review Investigator, Default Investigator, Location Investigator, and Intergovernmental Investigator. Please see individual descriptions of Investigator descriptions included in this position description

*More Consideration will be given to applicants that are fluent in both reading and speaking Spanish.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with the requirements of that Act.

1. Case processing/management – prioritizes and works caseload workflow within time constraints in accordance with Federal, State, and Administrative law, policy and established procedures.

2. Utilizes S.E.T.S. to access and input case data and updates all pertinent information by updating the appropriate screens ensuring information is accurate, complete, and up to date; enters case notes of actions taken and/or information received;
3. Information Collection - Interviews custodial and non-custodial parents/caretakers to obtain statements, documents, and other facts to determine what services are needed or what action needs to be taken;
4. Utilizes a variety of databases to obtain information regarding current address, income, and/or other resources that may aid in enforcing court ordered child support;
5. Researches and reviews case information to process applications, referrals, defaults, complaints, etc., using all automated and manual resources available;
6. Calculations – Uses Federal, State, and Administrative formulas to determine the appropriate amount of child support to be paid using the mandated State of Ohio Child Support Guidelines; performs case audits to compute arrears owed by non-custodial parents;
7. Legal document and form completion - utilizes boilerplate forms, compiles, and organizes supporting documentation; initiates legal enforcement action through the preparation and processing of a variety of documents such as adding or deleting arrears payments, contempt actions, wage withholdings, health insurance, property liens, mistake of fact hearings; processes court orders/entries, affidavits, and petitions; updates S.E.T.S. with findings and court ordered changes;
8. Client contact and/or customer service – Responds to inquiries from case participants in person, over the phone or through correspondence by interpreting and explaining rules, regulations, and explains their rights and responsibilities, the responsibilities of the CSEA, and provides written notice of same as required by ODJFS;
9. Reports and statistical information – completes reports and initiates the appropriate action needed to complete findings within required timeframes;
10. Works in conjunction with Ohio Department of Job and Family Services when CSEA cases have a record of public assistance;
11. Schedules/reschedules clients for appointments;
12. Attends meetings, training, seminars, and conferences to stay current with all child support laws, policies, and processes.
13. Complies with confidentiality law and regulation;
14. Demonstrates regular and predictable attendance;
15. Performs other duties as assigned;

PERFORMANCE EXPECTATIONS

- Start each day with a positive attitude.
- A regular and predictable attendance is needed and expected to manage workload.
- Patience for callers. Treat all callers with respect and professionalism.
- Learn how to locate and use the online resources and tools provided by the State and/or agency.
- Learn to navigate through SETS (Support Enforcement Tracking System), ONBASE, and Kidstar within first 6 months.
- Create a self-help guide as you train.

- Use the online CBT (computer based training) tool to learn the policies and procedures regarding the services the agency provides.
- Build a working relationship with the various departments and learn what role they play in the life of a case.

WORKING CONDITIONS

The employee must negotiate, use, or work with or in the vicinity of: emergency plans for evacuation purposes; fire plans for the prevention of fire hazards; primary work environment is an office setting; contact with public who may be argumentative, unreasonable, upset, hostile, and potentially violent.

EQUIPMENT OPERATED

Computer; printer; calculator; copier; fax machine; scanner; shredder; postage machine; telephone; and other standard office equipment.

CONTACT WITH OTHERS

Non-custodial parents (payors); residential parents (payees); Attorneys, Magistrates, Judges, other court personnel and the general public.

PHYSICAL DEMANDS

The following physical demands are typically exhibited by position incumbent performing this job's essential duties and responsibilities. The physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may be needed to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.

Continuous upward and downward flexion of the neck; frequent sitting for extended periods of time at a computer; employee talks and hears over the telephone; repetitive use of hands to operate computers, printers, and copiers; walking, standing, bending, and twisting of the neck; vision demands include frequent close detailed vision when operating the computer; the ability to adjust focus for close work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- **Knowledge of:** federal, state, and local laws governing child support actions; effective and assertive interviewing techniques; automated office and recordkeeping procedures; English usage, grammar, and spelling; basic mathematical skills; legal enforcement remedies; legal terminology and document processing; using a computer as a tool to access and input data.
- **Ability to:** read, interpret, and apply federal, state, and local laws governing child support actions; read computer screens and make data comparisons rapidly and accurately; research and extract factual information; elicit information from hostile and/or

uncooperative individuals; communicate with and explain technical information to people from a wide range of educational, cultural, and financial backgrounds; quickly evaluate a situation and adopt a course of action; perform basic math skills (adding, subtracting, multiplying, dividing, percentages); organize and prioritize work assignments; maintain large caseloads, follow written and oral instructions; exercise tact, diplomacy, and flexibility; make independent decisions; remain calm in difficult situations; maintain confidentiality of information; and operate a keyboard and personal computer for long periods of time.

- **Skills in:** operation of standard office and other job equipment; operation of job-related software applications.

QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities.

Experience in organizing and prioritizing work and in meeting deadlines; demonstrated ability to work cooperatively with staff and supervisor and to work independently; professional office etiquette, self-motivation; good judgment and attention to detail. Demonstrable ability to perform the essential functions of the position.

LICENSURE OR CERTIFICATION REQUIREMENTS

Valid Ohio Driver's License

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor, Appointing Authority or designee.

Intake Investigator

Receives and processes IV-D applications; receives and enters all demographic and court order information from the courts and/or other referring agencies and departments into SETS (Support Enforcement Tracking System); prepares and processes all documentation in file form or image form; processes daily interface report from CRIS-E; refers cases to appropriate department or unit for verification and enforcement purposes.

Paternity & Establishment Investigator

Receives and processes all paternity and support establishment cases. Schedules interviews, genetic testing, and administrative hearings for the purpose of establishing paternity and/or child support. Interviews case participants and processes all documentation and information needed to determine parentage and/or establish an order for child support by administrative process or judicial process. Gathers pertinent information for legal discovery and prepares cases for court. Follows up with judicial process to have administrative orders adopted by the courts. Files appropriate forms with the Central Paternity Registry and/or vital statistics. Gathers income information and documentation to calculate and set support in accordance with the Ohio Guidelines.

Default Investigator

Completes in-house investigations utilizing SETS (Support Enforcement Tracking System) to track and monitor the status of court ordered child support. Reviews and completes default lists, follows up on default notices issued by taking the next action required to maintain compliance with court ordered child support payments by initiating one or more of the following enforcement techniques: income withholding orders for either earned or unearned income to employers, financial institutions, retirement funds, prison earnings or from any earnings or asset holding entity permitted by law; court order or administrative requirement for an obligor to seek employment; administrative order for collection of arrearages by adding an additional amount to pay towards the arrears; access restriction and withdraw directive to seize a bank account for the payment of arrears; suspension of driving licenses and/or driving privileges. Refers cases for administrative or judicial action to enforce an existing child support order. Corresponds with obligors to ensure compliance with court ordered child support. Follows up on failed enforcement actions.

Location Investigator

Utilizes SETS and other authorized data bases to locate absent parents and/or alleged fathers to establish paternity, child support, and enforce existing court orders for child support. Sends and receives address, employment, and asset verification forms issued both within the SETS system and agency issued forms. Receives and processes all return mail to the agency; receives and processes all name and address changes; receives, directs and/or responds to all written general correspondence and requests for information from authorized and/or appropriate parties. Receives and processes income withholdings regarding employment changes and/or income holding entities.

Modification & Review Investigator

Receives and processes all requests for review and adjustment in accordance with the Ohio Guidelines, Administrative Rules and the Ohio Revised Code. Gathers and verifies income information and access to medical insurance from case participants and/or other income generating sources. Follows and applies all rules pertaining to the timeframes permitted to complete a review and adjustment. Ensures that all participants are informed of the process and what the requirements are in order for a review and adjustment to be completed. Candidate must have a thorough knowledge of child support calculation requirements and process of determining annual income. Calculates support based on earnings and/or forms of income used for the purpose of setting child support. Generates notices and recommendations utilizing the SETS system to the appropriate case participants. Informs all parties of their rights and responsibilities. Follows up with recommendations by filing an entry with the courts; receives objections and sets an administrative hearing with the appropriate hearing officer and participants in the hearing process.

Intergovernmental Liaison

Under general direction, receives and evaluates cases referred for intergovernmental services. Worker determines if case meets criteria for intergovernmental intervention and processes case according to the service(s) needed. Interviews case participants to obtain pertinent information that enables the agency to proceed or follow up with the initiating/responding States or Country. Initiates actions with the courts and corresponds with other State agencies to ensure that proper action is being taken to provide paternity, support establishment, location, and enforcement of court ordered child support.

***Customer Service Representative**

Under general supervision, responds to questions/concerns through telephone or personal contact with the general public, case participants, and third parties. Contacts case participants and third parties (i.e. employers) when necessary to verify or solicit information for enforcement purposes. Accesses computer files to obtain pertinent information to answer questions and general inquiries. Handles confidential information in accordance with the law and agency policy. Enters comments into SETS (Support Enforcement Tracking System) detailing the purpose of the call or visit to the agency. Resolves general issues and/or complaints. Refers inquiries and/or issues to appropriate departments for further research, a provided service, or enforcement of an existing court order. Communicates Agency's purpose, services, procedures, policies and rules to the public, case participants, and third parties. Performs other duties as assigned.