



EXTERNAL JOB POSTING

Date Position Posted:	05/7/18
Job Title:	Child Support Case Manager
Civil Service Classification:	30143/Child Support Case Manager
Pay Range:	\$16.05 - \$22.20/hr <i>(Consideration for experience as permitted by Civil Service Law)</i>

Summary of Job Duties and Preferred Skills and Abilities

This position reports to the Child Support Supervisor. The candidate filling this position will be responsible to manage and enforce Child Support cases in accordance with legal requirements and includes clear, concise, and timely case management initiation and follow up. Provides customer (absent parent, custodial parent, and caretaker) services to resolve problematic issues regarding court-ordered support through interviews, working with law enforcement, parent locator services and utilizing computer search techniques. Responsibilities also include providing legal referrals to the prosecuting attorney as necessary, preparing case evidence and supporting legal documents as determined through investigation, and testifying in state, administrative and court hearings as required.

Successful performance in this position requires skills and abilities that include the following:

- excellent oral and written communication skills to serve internal and external customers in a respectful and professional manner, face-to-face and by telephone
- high level of organization for work processing efficiency and effectiveness
- ability to utilize critical analysis concepts for creative problem resolution
- ability to utilize agency computer systems (e.g., SETS, Case Mgmt. Database (Access), MS Office, On-Base and related applications) with a desire to learn new programs
- demonstrated customer service skills
- ability to prioritize job duties and to multi-task
- ability to make case-related decisions independently

In addition to the oral interview, candidates will be required to complete Microsoft Office (Word and Excel) assessment and relevant skills work sample testing.

Minimum Civil Service Qualifications

Candidates must document training, experience, and education that demonstrates meeting the minimum qualifications that applies to their situation.

- Completion of two years technical training or undergraduate major core coursework in criminology, social work, psychology, paralegal, or related field.
- **Or** two years experience in performing child support functions to include conducting investigations to locate absent parents, establishment of paternity, and enforcement of child support orders.
- **Or** one course or six months experience in interviewing techniques, business math, case preparation techniques, techniques of writing, typing, keyboarding or word processing.

Deadline to submit application materials: May 18, 2018 at 4:30 PM

Employment applications can be obtained at the MCJFS office or from the website, www.mcjfs.com.
The employment application, a cover letter of interest and resume are required. (All three must be submitted).

**Marion County Job & Family Services
363 W. Fairground St.
Marion, Ohio 43302-1759
Fax: 740-387-2175 Attention: Human Resources
Equal Opportunity Employer**