



Child Support Case Manager

Pay Range \$35,422.40 - \$49,004.80 annually

(Consideration for training/experience as permitted by Civil Service Law)

Summary of Job Duties and Preferred Skills and Abilities

The candidate filling this position will be responsible to manage and enforce Child Support cases in accordance with administrative and legal requirements and includes clear, concise, and timely case management initiation and follow up. Provides customer (non-custodial parent, custodial parent, and caretaker) services for collection of child support payments and to resolve problematic issues regarding court-ordered support through interviews and utilizing computer search techniques. Responsibilities also include providing referrals to the 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 learn and utilize agency computer systems and related programs
- demonstrated customer service skills
- ability to prioritize job duties and to multi-task
- ability to make case-related decisions independently

Minimum Civil Service Qualifications

- ✓ 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 each of the following: interviewing techniques, business math, case preparation techniques, techniques of writing, typing, keyboarding or word processing.

Candidates must document training, experience, and education to demonstrate meeting each qualification.

In addition to the oral interview, skill-based assessments may be part of the interview-selection process.

Employment applications and benefit information are available at www.mcjfs.com

THE EMPLOYMENT APPLICATION, A COVER LETTER OF INTEREST AND RESUME ARE REQUIRED.

Marion County Job & Family Services

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