



Child Support Case Manager

Pay Range \$41, 579.20 - \$56,430.40 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 reports to the Child Support Supervisor and is 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 services for collecting child support payments and resolving problematic issues regarding court-ordered support. Responsibilities also include preparing case evidence and supporting legal documents, providing referrals to the attorney, and testifying in court hearings as required.

Preference is for candidates with the ability to serve customers with expertise, confidence and respectability; organized, detailed and accurate; prioritize multiple tasks, creative problem solver; independent decision-maker; positive approach to work; proficiency in MS Office products.

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 performing child support functions including locating absent parents, establishing paternity, and child support order enforcement.
- ✓ **Or** one course or six months experience in each of the following: interviewing, business math, case management, techniques of writing, keyboarding.

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, LETTER OF INTEREST AND RESUME ARE REQUIRED.

**Marion County Job & Family Services
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