



**Child Support Supervisor**  
**Pay Range \$56,243.20 - \$65,644.80 (Steps 1-8 of 23)**  
(Consideration for training/experience as permitted by Civil Service Law)

**Summary of Job Duties and Preferred Skills and Abilities**

The Child Support Supervisor provides direct supervision and guidance to Child Support Case Managers and/or Investigators. Primary responsibilities include assigning Child Support cases and monitoring performance for accuracy within established guidelines and regulations. A summary of the duties include:

- Implements new work processes as necessary to comply with legal mandates or performance standards.
- Provides training and guidance to staff on agency computer systems and case management/investigative practices.
- Determines need for new staff members and assists in candidate selection and hiring.
- Monitors performance and completes performance evaluations on subordinates' work.
- Conducts staff meetings.

Successful performance in this position requires skills and abilities including:

- Knowledge of federal, state, and local laws, rules, and regulations pertaining to Child Support.
- Effective oral and written communication skills to build and maintain internal and external working relationships.
- Ability to assign and monitor the work of others.
- Ability to resolve a wide variety of problems.
- Ability to train, develop, motivate, and supervise others.

**Minimum Civil Service Qualifications**

- Two years of experience as a Case Manager or Investigator.
- Or completion of two years technical training or undergraduate major core coursework in criminology, social work, psychology or related field. Also requires two years investigative experience in a similar environment.
- Or one course or six months experience in interviewing techniques, business math, criminal investigations, case preparation techniques, criminal courts proceedings, techniques of writing and keyboarding. Also requires two years investigative experience in a similar environment.
- Or education, training and/or experience with similar qualifications.

***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](http://www.mcjfs.com)

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

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