



## Child Support Case Manager

Pay Range \$44,117 - \$59,862 (Step 8 of 17)  
(\$21.21/hr. - \$24.47hr.)

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

### Summary of Job Duties

The Child Support Case Manager reports to the Child Support Supervisor and is responsible for managing and enforcing child support cases from initiation through follow-up in accordance with administrative and legal requirements. Duties include maintaining accurate case documentation, providing customer service regarding support payments, resolving court-ordered support concerns, referring cases to the attorney, preparing case evidence and supporting legal documents, and testifying in court as needed.

### Preferred Qualifications

- Strong customer service and communication skills
- Excellent organizational skills and attention to detail and accuracy
- Ability to manage multiple priorities and solve problems independently and creatively
- Professional, reliable and solution-focused work style
- Proficiency in Microsoft 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 fields.
- **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, business writing, and keyboarding.
- **Or** education, training and/or experience with similar qualifications.

**Applicants must document how they meet each required qualification.**

*Skill-based assessments may be part of the selection process.*

Employment applications and benefit information are available at [www.mcjfs.com](http://www.mcjfs.com)

**EMPLOYMENT APPLICATION, LETTER of INTEREST and RESUME are valuable requirements.**

**Marion County Job & Family Services**

**363 W. Fairground St.**

**Marion, Ohio 43302-1759**

**E-mail: [kelly.bates@jfs.ohio.gov](mailto:kelly.bates@jfs.ohio.gov) or FAX 740-387-2175**

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