

Job Title: Child Support Officer
Department: Health & Human Services
Classification: 6
Reports to: Child Support Supervisor
Supervises: No
Normal Business Hours: Monday – Friday, 8:00 AM – 4:30 PM
Telecommute: Not available
Union: Yes
FTE Status: 1.0 Full Time Equivalent
Last Reviewed: 08/2024

Nature of Work:

This position performs functions related to the establishment and enforcement of child support orders, locates, and interviews parents to establish paternity, explains rights and responsibilities to clients; negotiates settlements, and initiates all necessary legal actions.

Communicates with:

Internally – All HHS staff.

Externally – State/county/city entities and public.

Supervision:

None

Essential Work Functions:

- Research, collect, organize, and analyze evidence gathered from clients, computer databases, employers, and internal and external agencies to determine the next appropriate legal action including establish paternity, establish support, modification and/or contempt.
- Calculates support according to MN Guidelines and draft all pleadings for paternity, establishment, and modification legal actions; ensures all parties are properly served under Minnesota Court Rules; file documents with Court Administrator's Office; schedules hearings in Expedited Process, district court, and appears at hearings to provide testimony.
- Completes default court orders as necessary. Ensures all actions are initiated and completed with state and federal time frame requirements.
- Processes initiating and responding intergovernmental cases for establishment of paternity, support, and court order enforcement, with other states, countries, and tribal nations. Communicates with other workers using CSENET and UIFSA required forms. Registers foreign orders with Court Administrator's Office for enforcement in Minnesota.
- Monitors cases for ongoing compliance with court ordered obligations. Reviews contempt referrals from Support Enforcement Aides and initiates contempt referrals on responding intergovernmental cases for non-compliance with established court orders in District Court and appears at all hearings to provide testimony. Write all court orders resulting from hearings in district court and submit to county attorney for review.
- Audits charging and payment records and reviews orders to ensure data integrity and arrears balance accuracy. Adjusts case balances following changes in court orders, public assistance status, arrears forgiveness, and approved Arrears Management and Prevention Policy strategies. Recalculates balances when adjustment errors are found.

- Initiates and responds to phone, email, web messages, and written, inquiries from clients, attorneys, employers, court administration, county attorney, social workers, financial workers, law enforcement, process servers, probation officers, other states and county workers, and documents required details in the case file.
- Ensures administrative enforcement remedies, including drivers, occupational, and recreational license suspension, state and federal tax intercepts, passport denial, Financial Institution Data Match/Levy, student grant hold, and credit bureau reporting, are selected and running appropriately. Negotiates payment plans when applicable and attends all hearings for contested actions.
- Processes daily incoming information from various internal and external agencies and takes appropriate actions based on information received.
- Completes quarterly case reviews of arrears only cases to ensure court order compliance and appropriate enforcement remedies are in place. Completes reviews to locate custodial and non-custodial clients, and income and asset information.
- Monitors incarceration status of clients and takes legal action as needed. Redirects court-ordered support obligations to caretakers and foster care agencies based on state and county policy and procedure.
- Completes order review bi-annually to ensure Cost of Living Adjustments are running and calculating properly.
- Corrects any errors during the COLA selection process.
- Appears at all hearings for contested actions and facilitates execution of agreements between the parties to waive COLA.
- E-files all legal documents and pleadings with Court Administration using appropriate filing codes and within required time frames. Determines if documents should be filed into an existing file or creating a new court file.

Other Work Functions

- Performs related work as required.
- Coordinates with other positions within the department for client services. Aids in training new staff.

Minimum Qualifications of Education and Experience:

- Requires specialized training beyond High School, but less than an associate degree.
- Three (3) years of experience required.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:

- Knowledge of the principles and techniques of interviewing and recording and the ability to apply them.
- Knowledge of individual and group behavior.
- Knowledge of social casework objectives, principles, and methods.
- Knowledge of social-economic factors, which promote stable family life and understanding of the elements, which affect family security.
- Knowledge of the principles of community organization.
- Knowledge of physical and mental illnesses.
- Knowledge of social welfare research methods.
- Knowledge of family systems and dynamics.
- Ability to effectively apply casework knowledge and skills.
- Working ability to work constructively within an agency in the community setting and in effectively utilizing appropriate resources and services.
- Ability to work constructively in the development and coordination of community resources to meet special needs.
- Ability to manage time productively.
- Ability to prioritize caseload duties.
- Valid MN driver's license.

- Experience working with Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.).
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

Persons with disabilities:

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodation may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment			X	
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Moderate (Under 25 pounds of force)		X		
Challenging or threatening behaviors		X		
Work with high detail/deadlines		X		

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: _____

Employee Signature: _____ Date: _____