



Job Title: Child Support Enforcement Aide
Department: Health & Human Services
Classification: Grade 4
Reports to: HHS 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:

The Child Support Enforcement Aide is responsible for maintaining child support cases to ensure court order compliance which helps clients achieve self-sufficiency and recoups public assistance funds expended by federal, state and county agencies.

Communicates with:

Internally – HHS staff.

Externally –Public.

Supervision:

N/A

Essential Work Functions:

- Manages ongoing cases for compliance with court orders and completes actions for administrative enforcement, including but not limited to driver's license suspension, financial account levies, credit bureau, and occupational licenses.
- Determines whether case is eligible for legal enforcement action. Drafts necessary legal documents and complete financial reconciliation of charging, interest, and payments to ensure balance accuracy.
- Initiates and responds to inquiries with attorneys, law enforcement, probation officers, other states workers, other county staff, employers, clients, financial workers, social workers, employers, etc.
- Analyzes accounts by calculating support due, support paid, reviews payments to ensure that balances due and billing information are correct.
- Assists in implementing program changes as mandated by the legislature and Department of Human Services. Completing federal, state and county mandated training.
- Interviews applicants to obtain information in completing the necessary paperwork to open and maintain child support cases.
- Investigates the identity, location, and financial status of both parties by researching relevant databases, making telephone and written inquiries to individuals and agencies, and reviewing relevant case files.
- Schedule and perform genetic testing to assist in establishing paternity for child support and child protection.
- Research corroborating databases to verify and obtain current drivers' license, wage match, address and employer information for the custodial and non-custodial parents, research public assistance status, Social Security information and any related child support case information.
- Provides quality customer service to internal and external customers.

Other Work Functions

- Performs related work as required.
- Aids in training new staff.

Minimum Qualifications of Education and Experience:

- Requires High School diploma or GED.
- One (1) year of relevant experience required.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required

- Understanding of the organization's goals and objectives.
- Strong interpersonal skills.
- Good written, oral, and interpersonal communication skills.
- 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 | | |
| Light (Under 10 pounds of force) | | X | | |
| Challenging or threatening behaviors | | X | | |
| Hazardous physical conditions | 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: _____