



Otero County Human Services has a full-time opening in the **Child Support Enforcement Unit**

- Duties include locating absent parents, arranging for paternity testing, establishing and enforcing support orders, and a variety of other duties associated with child support collection.
- Requires good interviewing skills, time management, and familiarity with Windows 10 and Microsoft Office.
- An associate's degree in business related field or 2 years in a job-related field.
- Hiring salary range \$3,240 - \$3,551 per month.
- Applications and position descriptions are available at the Colorado Workforce Center in La Junta.
- Submit an application to the workforce center.
- Not all applicants will be contacted for the required testing.
- Equal Opportunity Employer.

**OTERO COUNTY DEPARTMENT OF HUMAN SERVICES
CHILD SUPPORT TECHNICIAN**

Department Head Approval Donna Rohde Date 7.27.20
Commissioner Approval Jim Ball Date 7/27/20
Keith Goodwin

GENERAL STATEMENT OF DUTIES

This position is responsible for the establishment, enforcement and maintenance of child support orders. Employees investigate and analyze child support cases and initiate appropriate actions to establish, maintain and enforce support payments for dependent children in accordance with applicable Federal and State laws, rules and regulations.

ESSENTIAL DUTIES

Conduct interviews with applicants and conducts application review in order to determine the appropriate action to take.

Investigates and analyzes child support cases and initiates appropriate actions to establish, maintain and enforce support payments, as well as enforcing medical support court orders to promote family well-being and self-sufficiency.

Obtains, verifies and reviews information from non-custodial and custodial parents, employers, courts, attorneys, and others to enforce court orders and provide health insurance. This also includes locating the parties, assets, and sources of income under the Order of Court.

Updates, reviews and monitors case records and payment activities using the Automated Child Support Enforcement System to determine the appropriate enforcement action to enforce and collect child support.

Interviews, investigates and responds to inquiries from custodial and non-custodial parents, courts, attorneys and employers in order to resolve problems related to child support cases.

Initiates a variety of documents for administrative or court hearings, such as worksheet calculation, wage withholding, interstate transmittals, contempt petitions, and subpoenas to collect child support payments.

Attends hearings to gain experience and give testimony regarding specific cases. Reviews and prepares case records to ensure the validity of information to present for testimony for judicial hearings related to child support enforcement and collection.

Analyzes and negotiates voluntary agreements for payment of arrears with custodial and non-custodial parents.

Performs other related duties as assigned. Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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KNOWLEDGE & SKILLS

Acquire the knowledge and abilities to manage a caseload in the area of child support establishment and enforcement.

Become familiar with agency policy, in-house procedures, and state and federal law.

Learn and use the Automated Child Support Enforcement System.

Learn the procedures of the court system and legal proceedings and principles pertaining to child support enforcement.

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Knowledge of interviewing techniques sufficient to be able to elicit information

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Computer Skills - Has workable knowledge of basic office equipment including: computers, printers, copiers, scanners, and phones. Has basic computer skills, excellent typing skills and proficiency in Microsoft Office programs. Has a clear knowledge of spreadsheets and word processing documents. Has the ability to write, send, and retrieve email communication.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Time Management - Ability to manage and organize a workload, set priorities, and complete assignments timely.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

RESPONSIBILITY

Under general supervision, the employee makes routine decisions regarding child support establishment and enforcement and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent.

MINIMUM QUALIFICATIONS

Education: AA in Business related field or

Experience: Two years in job related field

SPECIAL REQUIREMENTS

Valid Colorado State Driver's license and insurance
Reliable transportation

ESSENTIAL FUNCTIONS OF THE JOB

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is performed in a standard office environment requiring normal physical effort. Requires sitting for extended periods of time, and occasional walking. Requires dexterous use of both hands. Requires corrected vision and hearing. Specific vision abilities by this position include close vision and the ability to adjust focus. Ability to lift and/or move up to 10 pounds. The noise level in the work environment is usually moderately quiet.

POLICY REQUIREMENTS

Formal application, rating of education and experience; written exam; oral interview and reference check. Job related tests might be required.

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Employment is contingent upon the applicant passing a pre-employment medical physical and mandatory drug test.

Verification of any combination of driving record, criminal history and/or workers' compensation history.

No medical inquiries will be made or workers' compensation information gathered until a conditional job offer has been given to the applicant.

AFFIDAVIT

I certify that I understand the description of this job, the Essential Functions, and Policy Requirements as stated above. Furthermore, I certify that I am able to perform the duties and responsibilities as outlined above.

Signature _____ Date _____

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.