

# LAKE COUNTY

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

**JOB TITLE:** Child Support Technician

**DEPARTMENT:** Child Support

**SUPERVISOR TITLE:** Child Support Supervisor

## **FUNCTION OR PURPOSE OF THIS POSITION:**

Case management for child support unit.

## **ESSENTIAL AND MARGINAL FUNCTION STATEMENTS** - Essential and other important responsibilities and duties may include, but are not limited to, the following:

### **Essential Functions:**

#### A. Duties

1. Interviews clients to obtain absent parent information including the identity of the absent parent, the determination of existing court orders, the whereabouts of the absent parent and their available assets. Obtains further information utilizing existing resources and locates absent parent. Recommends whether or not to pursue support or whether good cause is appropriate.
2. Interviews absent parents and/or their attorneys to obtain information and determine their ability to pay child support; negotiates support orders and settlements with absent parents; analyzes financial affidavits; negotiates stipulations for child support and modifications.
3. Reviews information provided by the client and researches case records to determine current status, legal case history and determines the most appropriate legal procedure applicable; judgment stipulations, agreement to intercept unemployment benefits; prepares garnishment papers and works with employer to ensure follow-up; initiates appropriate paperwork and documents for case actions which include initiating UFISA, interrogatories, wage assignments, judgment, garnishments, contempt citations.
4. Prepares documentation and cases for presentation in court hearings; assists the IV-D attorney at court hearings; attends court hearings; discusses irregular or difficult cases with IV-D attorney; drafts pleadings subsequent to court hearings at request of attorney (findings of the court, etc.) for attorney's approval and judge's signature. Initiates and receives communications both written and verbal, to and from clients, district courts, attorney, other child support units, public and private agencies.
5. Monitors child support payments and follows up when necessary. May renegotiate settlements if changes in income or financial problems occur.
6. Set up and monitor paternity tests including seeing that legal requirements are met.
7. Reports to TANF and CCAP eligibility technicians on the client's "cooperation" or "non-cooperation." Notes the irregularities that may affect TANF and CCAP eligibility or constitute fraud and refers to investigations and technicians.
8. Establish foster care fees and/or child support orders as appropriate.
9. Request and research financial information on custodial and non-custodial parent to establish a child support and/or medical support order of TANF, CCAP and Foster Care cases which may include reimbursement of TANF and Foster Care arrears or retroactive support for NIVA case. Perform review and adjustment of current support or medical support for modification to increase

or decrease for ongoing TANF and NIVA cases. This is all preformed through either APA (Administrative Process) or the judicial process.

10. Work closely with State Staff on cases with driver's license and professional license suspension; credit reporting agency on delinquent accounts; and passport suspension. Interception of State and Federal income tax, lottery, unemployment benefits and workman's compensation case and correction of amounts if erroneously intercepted.
11. Release payments on hold and makes adjustments to ledgers, back out and repost monies on accounts.

## **POSITION REQUIREMENTS:**

### **Knowledge of:**

Child support laws, rules and regulations.

Court procedures, documents, legal terminology, methods of enforcement, i.e., garnishments, liens, wage assignments, intercepts.

Eligibility criteria and TANF and CCAP rules and regulations.

Collections methods.

Skills in interviewing, obtaining sensitive information, and negotiating settlement.

Must become APA certified and maintain certification every three years.

### **Ability to:**

Utilize available resources and documentation, determine best methods to locate absent parents, establish paternity, and enforce child support payment.

Analyze information and financial data to arrange payments and prepare cases.

Prepare correspondence and written information on cases.

Work with hostile or distraught clients, absent parents.

Apply critical thinking skills and sound judgment to problem solve.

Plan and organize workload and objectives.

Take direction from unit supervisor and follow all policies and protocols to ensure quality. This includes attending ongoing training at the direction of supervisor.

### **Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:** Graduation from high school or GED equivalent.

Four years full time responsible work experience which include administrative tasks. Satisfactory completion of and associates degree or bachelor's degree in business, behavioral science or appropriately related field may substitute for all but the two years of required specific experience appropriate to the assignment on a year for year basis.

**Training:** Child Support policy and ongoing training

### **Equipment Utilized:**

Standard office equipment.

### **Contact with Others:**

Daily contacts are made with the clients, absent parents, attorneys, court personnel, department staff, and public or private agencies. These contacts assist in locating absent parents, establishing support, negotiating settlements, and explain laws, procedures and requirements.

**Hazards:**

May work with escalated individuals.

**EMPLOYEE ACKNOWLEDGEMENT**

I have read and understand this job description.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Unit Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Director

\_\_\_\_\_  
Date