

POSITION DESCRIPTION
WARREN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

JOB CLASSIFICATION TITLE:	AUDIT CLERK
FLSA STATUS	Non Exempt
PROBATION	365 Days
CIVIL SERVICE STATUS	Classified
EMPLOYMENT STATUS	Full-time
REPORTS TO:	Supervisor
DIVISION:	Specialized Enforcement

DISTINGUISHING JOB CHARACTERISTICS

Child Support Investigators, under general supervision, perform a wide variety of child support duties; maintains a caseload; investigates and analyzes child support cases, initiates appropriate actions to establish and enforce child and medical support court orders. Updates, reviews and monitors case records using the statewide Support Enforcement Tracking System (S.E.T.S). Investigates and analyzes case information to determine the appropriate enforcement action to enforce and collect child support. 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. Interviews, investigates, and responds to inquiries from custodial and non-custodial parents, courts, attorneys and employers to resolve problems related to child support. Initiates a variety of documents for administrative actions and/or court hearings, such as legal court documents, wage withholding, interstate transmittals, contempt petitions, subpoenas, and bench warrants to collect past-due child support payments.

The focus of this position is to audit cases based on court ordered child support, spousal support, medical support and other monetary orders filed with the courts in our jurisdiction. Researches the court orders for pertinent information contained within the court order regarding the amount of monetary support such as the effective dates of the orders, and all orders filed throughout the duration of the life of the case. Calculates the payments received and applied.

*More Consideration will be given to applicants that are fluent in both reading and speaking Spanish.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with the requirements of that Act.

1. Audits child support, medical support, and other monetary orders based on court orders to determine the account status for a given time or for the life of a case;
2. Reads and interprets court orders focusing on the monetary ordered amounts and effective dates of all court ordered changes.
3. Identifies and evaluates relevant case issues pertaining to audit findings;

4. Researches and reviews collections and distribution of payment activity for audit purposes;
5. Provides court testimony regarding audit findings when required;
6. Updates financial screens in S.E.T.S. based upon the results of the case audit and/or court entries.
7. Responsible for maintaining the accuracy of case information and records. The effectiveness and timeliness of completing case audits is essential and impacts the agency's integrity and reliability standards.
8. Audits public assistance cases involving PRWORA* and Conditional (Limited) Assignment*;
9. Updates and maintains spreadsheets with case specific information in chronological order following all federal, state, and administrative laws governing Ohio child support;
10. Meets with and communicates to clients and associated parties regarding explanation of your audit findings.
11. Responds to phone and written inquiries;
12. Attends Mistake of Fact hearings;
13. Attends meetings, training, seminars, and conferences to stay current with all child support laws, policies, and processes;
14. Complies with confidentiality and Federal Tax Information laws and regulations;
15. Demonstrates a predictable and accountable attendance record;
16. Performs other related duties as assigned or requested;

PERFORMANCE EXPECTATIONS

- We are looking for a candidate that mirrors our values of integrity and compassion in serving the public. As well, the candidate must enjoy working collaboratively within the division. We expect our team members to be responsive and provide quality services timely.
- Start each day with a positive attitude.
- A regular and predictable attendance is needed and expected to manage workload.
- Patience for callers. Treat all callers with respect and professionalism.
- Learn how to locate and use the online resources and tools provided by the State and/or agency.
- Learn to navigate through SETS (Support Enforcement Tracking System), ONBASE and EDMS within first 6 months.
- Create a self-help guide as you train.
- Use the online CBT (computer based training) tool to learn the policies and procedures regarding the services the agency provides.
- Build a working relationship with the various departments and learn what role they play in the life of a case.

WORKING CONDITIONS

The employee must negotiate, use, or work with or in the vicinity of: emergency plans for evacuation purposes; fire plans for the prevention of fire hazards; primary work environment is an office setting; contact with public who may be argumentative, unreasonable, upset, hostile, and potentially violent.

EQUIPMENT OPERATED

Computer; printer; calculator; copier; fax machine; scanner; shredder; postage machine; telephone; and other standard office equipment.

CONTACT WITH OTHERS

Non-custodial parents (payors); residential parents (payees); Attorneys, Magistrates, Judges, other court personnel and the general public.

PHYSICAL DEMANDS

The following physical demands are typically exhibited by position incumbent performing this job's essential duties and responsibilities. The physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may be need to be made when an otherwise qualified person is unable to perform the jobs essential duties because of an ADA disability.

Continuous upward and downward flexion of the neck; frequent sitting for extended periods of time at a computer; employee talks and hears over the telephone; repetitive use of hands to operate computers, printers, and copiers; walking, standing, bending, and twisting of the neck; vision demands include frequent close detailed vision when operating the computer; the ability to adjust focus for close work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- **Knowledge of:** federal, state, and local laws governing child support actions; effective and assertive interviewing techniques; automated office and recordkeeping procedures; English usage, grammar, and spelling; basic mathematical skills; legal enforcement remedies; legal terminology and document processing; using a computer as a tool to access and input data.
- **Ability to:** read, interpret, and apply federal, state, and local laws governing child support actions; read computer screens and make data comparisons rapidly and accurately; research and extract factual information; elicit information from hostile and/or uncooperative individuals; communicate with and explain technical information to people from a wide range of educational, cultural, and financial backgrounds; quickly evaluate a situation and adopt a course of action; perform basic math skills (adding, subtracting, multiplying, dividing, percentages); organize and prioritize work assignments; maintain

large caseloads, follow written and oral instructions; exercise tact, diplomacy, and flexibility; make independent decisions; remain calm in difficult situations; maintain confidentiality of information; and operate a keyboard and personal computer for long periods of time.

- **Skills in:** operation of standard office and other job equipment; operation of job-related software applications.

QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities.

Experience in organizing and prioritizing work and in meeting deadlines; demonstrated ability to work cooperatively with staff and supervisor and to work independently; professional office etiquette, self-motivation; good judgment and attention to detail. Demonstrable ability to perform the essential functions of the position.

LICENSURE OR CERTIFICATION REQUIREMENTS

Valid Ohio Driver's License

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor, Appointing Authority or designee.

My signature below signifies that I have reviewed the contents of my position description and understand that I am expected to perform, to the best of my ability, the job duties and requirements specified in this description. I further certify that I have reviewed the most current copy of the Warren County Commissioners Personnel Policy Manual.

(Employee's Signature)

(Date)