

**WARREN COUNTY  
CHILD SUPPORT ENFORCEMENT AGENCY**

POSITION AVAILABLE

JOB CLASSIFICATION TITLE: ENFORCEMENT / DEFAULT INVESTIGATOR

DEPARTMENT: CHILD SUPPORT  
ENFORCEMENT AGENCY

PROBATIONARY RATE: 365 DAYS

PAY RANGE: \$15.00 Hour

SCHEDULED HOURS: 40 HOURS PER WEEK

SEE ATTACHED JOB DESCRIPTION FOR MINIMUM

QUALIFICATIONS AND ESSENTIAL DUTIES OF THIS POSITION

POSTING PERIOD: THIS NOTICE IS BEING POSTED FOR A PERIOD OF  
TIME NOT LESS THAN SEVEN (7) CONSECUTIVE  
CALENDAR DAYS, BEGINNING **JUNE 9, 2022**.

APPLICANTS MAY FAX/MAIL AN APPLICATION OR APPLY IN PERSON BETWEEN  
THE HOURS OF 8:00 A.M. AND 4:30 P.M. AT:

WARREN COUNTY  
CHILD SUPPORT ENFORCEMENT AGENCY  
ATTN: KIM REISINGER  
500 JUSTICE DRIVE  
PO BOX 440  
LEBANON, OHIO 45036  
FAX 513.695.2969

NO PHONE CALLS PLEASE

APPLICATIONS WILL BE RECEIVED UNTIL POSITION IS FILLED.  
THIS POSITION IS SUBJECT TO A POST-OFFER DRUG SCREEN AND  
A BACKGROUND CHECK.

WARREN COUNTY IS AN EQUAL  
OPPORTUNITY EMPLOYER

**JOB DESCRIPTION**  
**WARREN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY**

---

<b>POSITION TITLE:</b>	<b>ENFORCEMENT INVESTIGATOR</b>
<b>FLSA STATUS:</b> Non-exempt	<b>EMPLOYMENT STATUS:</b> Full-time
<b>PAY RANGE:</b> \$15.00	<b>REPORTS TO:</b> Supervisor
<b>CIVIL SERVICE STATUS:</b> Classified	<b>DIVISION:</b> Enforcement

\*Step increases based upon annual evaluations

---

**DISTINGUISHING JOB CHARACTERISTICS**

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. Obtains, verifies and reviews information from non-custodial and custodial parents, employers, courts, attorneys, elected officials and others to enforce court orders and provide health insurance. This also includes locating the parties under the Order of Court. Updates, reviews and monitors case records and payment activities using the Child Support Enforcement Computer System to determine the appropriate enforcement action to enforce and collect child support. Interviews, investigates and responds to inquiries (including work orders) from custodial and non-custodial parents, courts, public officials, 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 wage withholding, interstate transmittals, contempt petitions, subpoenas, and bench warrants to collect past-due child support payments. 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.

\*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.**

1. Case management – Prioritizes and works caseload workflow within time constraints in accordance with policy and procedures.
2. Updates case information as necessary based upon information received from case participants, data exchange, or other verified resources.
3. Verifies information as necessary by postal and employment verifications or other resource.
4. Monitors and determines cases that are in default of their court ordered child support taking the proper action required.
5. Follows up on cases in default and recommends Administrative enforcement actions to be taken in accordance with policy and procedure.

6. Initiates referrals to add/terminate arrears orders, suspend driver's licenses; intercept bank accounts; place liens; send income withholding orders; contempt.
7. Prioritizes and works alerts generated within SETS (Support Enforcement Tracking System) and completes the resolving action.
8. Prepares, sends and receives correspondence.
9. Receives legal entries and updates the appropriate screens in SETS.
10. Utilizes and updates running record comments.
11. Receives and works reports in a timely manner.
12. Contacts participants as necessary to obtain pertinent information or to relay case information.
13. Manage specialty caseloads as assigned.
14. Attends meetings and trainings to manage changes in policy and procedure.
15. Predictable and demonstrable attendance.

### **PERFORMANCE EXPECTATIONS**

1. Start each day with a positive attitude and maintain it throughout the day.
2. A regular and predictable attendance is needed and expected to manage workload.
3. Patience for callers. Treat all callers with respect and professionalism.
4. Learn how to locate and use the customer service resources and tools within the first month.
5. Learn to navigate through SETS (Support Enforcement Tracking System, ONBASE, and SMI within first 6 months.
6. Create a self-help guide as you train.
7. Use the online CBT (computer based training) tool to learn the policies and procedures regarding the services the agency provides. Complete Default during your first month.
8. 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; flammable and combustible liquids (denatured alcohol), personal protective equipment; general requirements for use, care and limitation or personal protection (gloves, glare shield), eye and face protection (glare shield) hand protection; handling of material and supplies; hazardous chemicals (i.e. liquid paper, toner, etc.) General duty: Safe and healthful workplace. The employee sits for extended periods of time operating and viewing a computer. The employee has contact with potentially violent or emotionally distraught persons.

### **EQUIPMENT OPERATED**

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

### **CONTACT WITH OTHERS**

Non-residential parents (payors); residential parents (payees); attorneys; other state and county agencies; employers, bank 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.

While performing duties of this job, the employee frequently sits for extended periods of time at a computer. Employee talks and hears over the telephone. Vision demands include frequent close, detailed vision when operating the computer, the ability to adjust focus for close work. Physical demands include, but are not limited to standing, walking, bending and stooping, retrieving and carrying files of various weights (averaging 1 oz. to 3 lb.) on a daily basis.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:** court system processes pertaining to child support; child support practices and requirements; investigative methods; standard office practices and methods; child support office policies; procedures and work rules; Child Support Program Manual; computer operations, basic mathematical principles; general legal terminology.

**Ability to:** apply principles to practical work situations; maintain productivity; and friendly working atmosphere; post information and data into computer accurately and rapidly; develop and maintain effective working relationships with associates, clients and general public; maintain confidentiality and sensitive subject matter; add, subtract, multiply and divide whole numbers; calculate percentages; fractions and decimals; gather and classify information; work independently, communicate effectively both written and oral.

**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. An example of an acceptable qualification is: High School degree, GED or equivalent with training and experience as an investigator including extensive experience in location efforts and functions. Training or demonstrable ability to perform the essentials

functions of the position.

**This job description in no manner states or implies 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 or designee.**

My signature below signifies that I have reviewed the contents of my position description and that I am aware of the requirements of my position. I further certify that I have reviewed the most current copy of the Warren County Commissioners Personnel Policy Manual.

\_\_\_\_\_  
(Employee's Signature)

\_\_\_\_\_  
(Date)