

CASE AIDE- CHILD SUPPORT ENFORCEMENT AGENCY

Department: Clinton County Job and Family Services

Type: Case Aide – Child Support

Rate: \$16.95 per hour

Probationary Period: 365 Days

Bargaining Unit Position: No

Job Duties: Under general direction of a Supervisor, processes all walk-in applications and referrals for Child Support Services including paternity and child and medical support orders. Maintains genetic testing schedule, completes testing procedure and processes all results. Prepares complaints for courts to determine parentage when necessary. Maintains recoupment (overpayment) accounts and facilitates collection efforts. Delivers assistance to clients via phone and provides initial contact to walk-clients in agency lobby to assess and determine client needs. Reviews various daily/monthly reports to ensure state and federal mandates are met. Processes child support payments. Maintains tracking of agency stats related to job duties.

Utilizes the Support Enforcement Tracking System (SETS) and the Enterprise Data Management Data (EDMS) to manage daily case work and ensure accurate records. Proficient use of Microsoft programs such as Word, Excel, and Outlook.

Attends meeting and trainings as requested to continuously develop and improve program knowledge. Works with partner agencies such as the Prosecutor and the local courts when necessary to support case intake requirements. Completes other duties as assigned.

Maintains confidentiality of case and agency information. Complies with agency policy and procedures. Demonstrates regular and predictable attendance. Performs other duties as assigned.

Minimum Qualifications: High School Diploma or GED, training, education and/or experience in child support or a related field preferred. Excellent written and communication skills, ability to deal with people in difficult circumstances, general knowledge of office procedures and experience in maintaining office equipment. Valid driver's licenses, bondable.

**Please submit cover letter, resume, and references to:
Nicole Rodman at Nicole.Rodman@jfs.ohio.gov**

This job description is not intended to be all inclusive and may be changed at any time with or without notice. It not a contract of employment, express or implied. Job responsibilities may include other responsibilities as assigned by immediate supervisor, Department Head or Elected Official.

Clinton County is an Equal Opportunity Employer.