



Case Aide – Child Support Unit

Department: Clinton County Job and Family Services- Child Protection Unit; Wilmington, OH

Reports to: Child Support Supervisor

Employment Status: Full-Time Classification: Classified (Non-Exempt)

Schedule: Mon–Fri, 7:30 a.m.–4:30 p.m.

Starting Pay: \$17.46/hour

Probationary Period: 365 days

About the Role

Clinton County Job and Family Services is seeking a dedicated and detail-oriented **Case Aide** to support our **Child Support Unit**. This role is essential in ensuring timely and accurate processing of child support services, including paternity establishment and support orders. The ideal candidate will be organized, communicative, and committed to serving families in our community.

What You'll Do

- Process walk-in applications and referrals for child support services
 - Assist in preparing legal documents to support case managers
 - Maintain and manage Recoupment (overpayment) accounts
 - Provide client assistance via phone and in-person at the agency lobby
 - Review daily/monthly reports to meet state and federal mandates
 - Process child support payments and track agency statistics
 - Utilize SETS and EDMS systems for case management
 - Use Microsoft Word, Excel, and Outlook proficiently
 - Attend trainings and collaborate with partner agencies (e.g., Prosecutor's Office, local courts)
 - Maintain confidentiality and comply with agency policies
 - Perform other duties as assigned
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Minimum Qualifications

- High School Diploma or GED
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Additional Requirements

- Valid Ohio Driver's License, liability insurance, and reliable transportation.
 - Ability to pass background checks: BCI, FBI, SACWIS, BMV, and drug screening.
 - Regular, reliable attendance.
 - Strong written and verbal communication skills
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Preferred Qualifications

- Training, education and/or experience in child support or a related field
 - Ability to deal with people in difficult circumstances
 - General knowledge of office procedures
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What We Offer

- Comprehensive benefits (medical, dental, vision, retirement)
- Paid time off & holidays
- Paid training and professional development opportunities
- A supportive team committed to making a difference



How to Apply

Send a **cover letter, resume, and 3 professional references** to:
Shannon.Lay@jfs.ohio.gov or apply on Indeed.com

Clinton County is an **Equal Opportunity Employer**.

Note: This description is not all-inclusive and may change as needed.