

Crawford County Job and Family Services

*Income Maintenance*Workforce Development*Child Support Enforcement*Children Services*

JOB & FAMILY SERVICES

224 Norton Way
Bucyrus, Ohio 44820
Tel 419-562-0015
Fax 419-563-9797



CHILDREN SERVICES

224 Norton Way
Bucyrus, Ohio 44820
Tel 419-563-1570
Fax 419-562-0050

EQUAL OPPORTUNITY EMPLOYER

Work with Purpose

Join our team of child support specialists as a **CSEA Case Manager**.

We need people who want to serve our community by supporting the families who live here. Case Managers play a crucial role in helping families thrive and setting kids up to succeed.

No college degree required to assist families with locate services, establishing parentage, establishing orders and collecting payment. Important qualities are commitment and quality customer service skills.

See the attached position description for more details and qualifications.

Base pay rate: \$19.22 per hour (dependent upon CSEA experience) – additional supplements for college degrees.

If interested, please apply online at crawfordcountyjfs.org – Join our Team.
Please also submit a resume with cover letter to Julie.Shay2@jfs.ohio.gov.

Crawford County Department of Job & Family Services

POSITION DESCRIPTION

Title: Child Support Case Manager **Immediate Supervisor:** Case Mgr/Inv Supervisor 1

Normal Working Hours: Between 7:30 a.m.-4:00 p.m. (Mon. - Fri.)

PCN: 18010.0

Class #: 30143

Classified
 Unclassified

Overtime Eligible: **Eligible** **Exempt**

Permanent
Temporary
Intermittent

If FLSA exempt, exemption type:

Job Duties in order of Importance

50%	Manages child support cases in accordance with Federal, State & Local laws and procedures; Conducts interviews for all case types regarding establishing or enforcement of child support; Conducts investigations of parents in regard to location and employment, most investigations are conducted in the office, but some field investigation may be necessary; Maintains case activity and records in computer and in case file.
25%	Monitors records of support payments; Thoroughly and timely reviews computer-generated default list and sends required letters to delinquent payors; Keeps a tickler system of case activity for further monitoring; Prepares cases for referral to legal section for enforcement action through the court; Cooperates with attorney, law enforcement officers, and courts on cases of prosecution; Testifies in court as requested.
20%	Reviews requests for establishing court or administrative support orders or modifications; Gathers all required documentation and verifications for same and accurately prepares calculation for supervisory approval.
5%	Compiles information for required reports relative to child support; Attends meetings, workshops and training sessions; Performs other duties as required by supervisor and administration.
	An essential function of this position is regular and predictable attendance.

List Position Numbers and Class Titles of positions supervised. If more than eight, list titles only.

 Director's Signature

 Date

 Employee's Signature

 Date

Title: Child Support Case Manager

MINIMUM QUALIFICATIONS

Completion of two years technical training or undergraduate major core coursework in criminology, social work, psychology or related field.

- Or two years experience in performing child support functions to include conducting investigations to locate absent parents, establishment of paternity and enforcement of child support orders.
- Or one course or six months experience in interviewing techniques, one course or six months experience in business math, one course or six months experience in techniques of writing, and one course or six months experience in typing, keyboarding or word processing.

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

Title: Child Support Case Manager

UNUSUAL WORKING CONDITIONS / HAZARDS

The position does not require any unusual physical effort or exertion. As most investigations are conducted in-house, there is usually no physical danger to the employee. Irate clients and other persons contacted in the course of the investigation could present a hazard. However, serious problems occur infrequently.