

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 **Child Support Enforcement Case Manager Supervisor**.

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

No advanced 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: \$23.57 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: CSEA Case Manager-Supervisor

Immediate Supervisor: County JFS Director

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

PCN: 18003.0

Class #: 30145

Classified
 Unclassified

Overtime Eligible: Eligible Exempt

Permanent
Temporary
Intermittent

If FLSA exempt, exemption type:

Job Duties in order of Importance

40%	Directly supervises all employees in the child support unit; Oversees, organizes and directs the development, implementation and monitoring of all child support enforcement functions; Assigns and reviews work of subordinates; Monitors the processing of assigned child support cases and paternity establishments; Prepares necessary case management/investigative and statistical reports and/or records concerning child support cases; Reads, analyzes, and disseminates material; Acts as a liaison between community partners and the CSEA (i.e. courts, probation department, prosecutor's office and sheriff's office); Ensures county programs comply with state, federal and local laws and regulations; Develops and interprets policies and procedures; Conducts staff meetings.
30%	Determines need for new employees; Interviews applicants and makes recommendations for the hiring of new employees; Initiates action for the discipline of employees; processes employee requests for leave; Completes performance evaluations, drafts performance improvement plans and corrective action plans; Identifies, arranges, and evaluates training; Develops strategies to improve agency and employee performance; Provides program information to all JFS employees as needed.
20%	Supports administrative hearing officer and conducts administrative hearings (e.g. paternity, support, mistake of fact, modification); Represents agency in specific child support cases; Collaborates with JFS fiscal unit to draft service contracts, processes invoices according to fiscal procedures and works with the state for final approval.
10%	Represents the agency in the community through public speeches to schools, civic organizations, and individuals; Attends meetings and trainings as needed; Responsible for addressing all client and staff needs which may require working outside normal working hours.

Titles of positions supervised.

CSEA Case Manager 2
CSEA Case Manager 3
Quality Control Reviewer
Hearing Officer
Account Clerk 2
Clerical Specialist 3

Director's Signature

Date

Employee's Signature

Date

Title: CSEA Case Manager-Supervisor

MINIMUM QUALIFICATIONS

- One year of experience as a Quality Control Reviewer, or Administrative Hearing Officer, in a child support unit.
- Or three years' experience as a Child Support Case Manager.
- Or completion of undergraduate major core coursework in criminal justice, behavioral science or social science or education. And, one year of experience in a position similar to a Quality Control Reviewer, or three years' experience in a position similar to a Child Support Case Manager.

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

Applicant should possess or be willing to develop the following skills:

- Intermediate computer skills, Microsoft Office Suite, including creation of Excel spreadsheets.
- Training, interacting, and supporting employees.
- Public speaking and networking
- Represent agency at state level meetings and work groups
- Problem solving

UNUSUAL WORKING CONDITIONS / HAZARDS

This position involves very limited probability of any injury. The probability of accidents or health hazard is negligible. Minor risks or discomforts exist which require normal safety precautions typical of offices (e.g., use of safe work practices with office equipment). The incumbent may occasionally interact with angry or hostile clients. However, there is limited probability of any injury. The incumbent must take normal precautions to avoid trips and falls. The incumbent works in an office environment which may occasionally be dirty or dusty.