FRANKLIN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY
80 E. Fulton Street
Columbus, Ohio 43215

J O B A N N O U N C E M E N T

POSITION TITLE: Support Officer (Bargaining Unit) **PCN:** 082065

DEPARTMENT: Enforcement

SUPERVISOR: Chris Harrison, Support Officer Supervisor

PRIMARY RESPONSIBILITIES: Establish, enforce and modify paternity and child support obligations in local, intrastate and interstate cases. Interview and correspond with agency clients and other individuals to obtain information necessary for the execution of assigned duties. Prepare accurate findings, notices and other reports concerning the outcome of these investigations for dissemination to courts, obligors, obligees or others as appropriate. Review and accurately interpret all court orders, administrative orders, pleadings, payment records, case narratives, case files and other documents. Prepare accurate calculations of arrearages due on accounts. Respond to all types of inquiries, both written and verbal, from custodial parents, absent parents, the general public, other child support agencies or entities, and other individuals and organizations.

MINIMUM QUALIFICATIONS: Completion of undergraduate major core coursework in social science plus: 3 months training and/or experience or coursework in principles of resolution of human problems; or 3 months training and/or experience or coursework in principles of interviewing; or ability to calculate fractions, decimals and percentages and read, write common vocabulary plus: 3 years relevant work experience to include establishment and enforcement, resolution of human problems, interviewing and public relations; or equivalent. Prefer Bachelor's degree from an accredited college or university in social work and sociology or an Associates degree plus working 2 years in a related field or high school diploma plus 4 years child support related work experience. Experience using PCs, CRTs, calculators, analyzing financial and legal documents is desirable.

SCREENING CRITERIA:

- Experience in social work, child support or child and family social services.
- Experience in public relations
- Experience in processing cases, collecting and verifying information

STARTING SALARY: $14.44/hour, plus a comprehensive benefits package.

DEADLINE FOR APPLYING: Thursday, February 11, 2010

If interested, apply on-line at www.franklincountyohio.gov/commissioners/hr

-EOE-

1/28/2010