Franklin County Board of Commissioners
HUMAN RESOURCES

Franklin County Board of Commissioners
Classification Specification & Job Description

CLASSIFICATION TITLE: Support Officer 2	**CLASS NUMBER**: 70001	**FLSA**: Non-Exempt
AGENCY/DIVISION: Child Support Enforcement Agency	**JOB TYPE**: Full Time, Classified	**PROBATION PERIOD**: New Hire: 270 Days Promotion: 180 Days Lateral Transfer to new department: 90
BARGAINING UNIT: Teamsters	**PAY GRADE**: T11	**POSITION CONTROL #**: Varies
POSITION LOCATION: 80 East Fulton Street, Columbus, Ohio 43215	**TYPICAL WORK SCHEDULE**: Monday – Friday 8:00 AM – 5:00 PM	**SUPERVISOR (PCN)**: Support Officer Supervisor (Varies)
JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:		

CLASSIFICATION PURPOSE:
The primary purpose of the Support Officer 2 classification is to provide training and mentoring to new and present support officers and enforce and modify child support obligations in local, intrastate, and interstate cases through statutorily allowed means.

JOB DUTIES:
Act as a lead worker, to provide training and work direction. Oversee processing of paternity and support obligations in accordance with applicable statutes, rules, and regulations. Mentor new employees and handle case coverage (intake or caseload) for temporary vacancies and absences within the assigned unit. Provide direction to support officers regarding problem resolution. Advise supervisor on improving training methods.

Review and interpret court orders, administrative orders, payment records, case narratives, case files, and other documents. Prepare accurate calculation of arrearage due on accounts according to state policy. Respond to written and oral communications from custodial parents, absent parents, the general public, or other child support agencies or entities and other individuals or organizations. Utilize agency, state, federal, and other resources to obtain and verify accurate and current information regarding the place of residence.

Attend training sessions and mandatory meetings. Verify financial data, wage attachments or other materials and/or data regarding support matters. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:
Knowledge of employee training and development; lead worker; public relations; agency policies and procedures; interviewing; social sciences. Skill in word processing; dictation; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; interpret extensive variety of technical material in books, journals and manuals; calculate fractions, decimals and percentages; maintain accurate records; gather, collect and classify information about data, people, or things; handle sensitive inquiries form and contact with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree with coursework emphasis in business administration with one (1) year of social work experience.

Additional Requirements
Must meet background check requirements.

Supervisory Responsibilities
None required.

UNUSUAL WORKING CONDITIONS:
N/A

Acknowledgement of Receipt:
I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

_____	_____	_____
Employee Name	Employee Signature	Date