

**CHILD SUPPORT CASE WORKER
CORPORATION COUNSEL - CHILD SUPPORT OFFICE**

POSITION DESCRIPTION

I. Position Summary

This is a semi-skilled position in the Clerical/Legal Classification. Under the general supervision of the Child Support Administrator, performs a variety of duties according to prescribed procedures.

II. Essential Duties and Responsibilities

1. Monitors, reviews, and verifies information in Clerk of Court records to determine accounts in need of modification, reconciliation or arrears.
2. Gathers informational and financial data by investigating, interviewing, preparing notifications, obtaining signatures and locating people to set, monitor, enforce, establish child support orders and process adjudicate paternity actions.
3. Assists Corporation Counsel by preparing files for all types of court hearings through research, investigation, and preparation of preliminary materials, pleadings, stipulations and orders for court hearings for approval by Corporate Counsel.
4. Attends and gives testimony at court hearings with attorney.
5. Prepare work in accordance with Federal, State, and County regulations.
6. Reaches settlements in cases and prepares stipulations/agreements for approval by Corporation Counsel.
7. Answers correspondence and phone inquiries on a timely basis, meets deadlines while maintaining confidentiality.
8. Maintains and updates documentation in each case file; works cases on a daily basis.
9. Calendaring, scheduling, and keeping a current tickler system of all cases consistent with caseload.
10. Compiles assigned reports on a monthly basis for Administrator to use in statistical reporting and clerical to use.

III. Educational Requirements

1. Computer experience required, AND must meet one of the following:
2. Associate or Business Degree in accounting or related field and a minimum of three (3) years of related office experience, OR
3. High school diploma or its equivalent, including or supplemented by course work with at least two semesters in accounting or related field and a minimum of five (5) years of related office and bookkeeping experience.

IV. Knowledge, Skills, Licensure and Experience Required

1. Ability to maintain confidentiality of all records and proceedings.
2. Ability to use good judgement in the performance of duties and work with a minimum of supervision once the on-the-job training is completed.
3. Ability to develop and maintain effective working relationships with the general public and with other members of the staff.
4. Ability to understand and effectively carry out oral and written instructions and to learn assigned tasks readily and to adhere to prescribed routine.

5. Ability to maintain accurate and complete records and to prepare materials from records.
6. Knowledge of the basic principles, practices and procedures for several related filing systems, modern office equipment and of business correspondence format.
7. Knowledge of business English format and procedures.
8. Working knowledge of word processing and working with computers.
9. Ability to remain organized and personable despite frequent interruptions from various sources.
10. Knowledge of Local, State, Federal, and County Laws pertaining to Child Support.
11. Knowledge of court practices and procedures relating child support and ability to determine responsibilities for various child support related material.
12. Ability to stay calm in stressful environment.
13. Ability to perform clerical tasks.
14. Assists with research for the preparation of special assignments required by the County, State, or Federal governments.
15. Assists with clerical duties such as typing, filing, computer work, receptionist duties, general office practices and procedures, etc.
16. Valid Wisconsin Drivers license.
17. Expected to maintain automobile liability insurance.
18. Must be bondable.
19. Ability to use the following equipment: Motorized vehicle and General office equipment
20. Performs related functions as assigned.

V. Physical Requirements

1. Frequent bending, lifting, twisting, stretching, squatting, sitting, standing, and walking.
2. Visual acuity.
3. Able to hear normal conversation.
4. Able to communicate orally in a clear manner.
5. Good manual dexterity of hands and fingers.
6. Able to lift/carry/push/pull at least 50 pounds.

The position description is not be interpreted as all-inclusive. The intention is to identify major responsibilities and requirements of this position. There may be requests to perform job-related responsibilities and tasks other than those stated on this description.