

HURON COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

JOB POSTING



POSITION TITLE: Child Support Enforcement Supervisor 1

Posted Date: 9/9/2021

Posting Number: 2021-19

Department: Child Support Enforcement Agency (CSEA)

Reports to: Program Administrator

Status: Non-Bargaining

FLSA Status: Non-Exempt

Classification Number: 30144

Hours: 8:00 A.M.- 4:30 P.M. (flexible)

MINIMUM QUALIFICATIONS:

1. Bachelor's degree from a four-year college/university in human services related field;
-or-
2. Bachelor's degree in any field and employed for at least two years in a human service-related occupation.

PREFERRED QUALIFICATIONS:

- Juris Doctorate from accredited law school and license to practice in the State of Ohio with a Certificate of Good Standing.

Pay Range: Negotiable

SUMMARY

Supervises daily operations of CSEA unit. Provides training, instruction, and coaching to aid staff in career development and makes recommendations regarding personnel matters. Monitors staff caseloads and work for timeliness, accuracy, and quality to ensure client/ agency needs are being met. Represents agency in court proceedings and state hearings.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Supervises CSEA unit.
- Evaluates employee performance and provides training, instruction, and coaching to aid in their career development.
- Authorizes employee leave and overtime.
- Has the authority to recommend hire, transfer, suspension, lay off, recall, promotion, discharge, assignment, or discipline for employees in unit.

- Resolves staff and client grievances and makes recommendations regarding personnel matters.
- Conducts staff meetings and identifies training needs and recommends same.
- Provides regular monthly supervision to direct supervisees and keeps written supervision notes.
- Oversees SETS reconciliation process and maintains various duties of reconciliation.
- Oversees requests for financial corrections and approves daily cash payment batches.
- Issues manual checks to correct check errors, processes letters of explanation, and sets up escrow accounts/holds.
- Responsible for assigned arrears adjustments.
- Processes and balances monthly banking account.
- Represents agency in disputes over specific child support cases by participating in court hearings, and administrative state hearings.
- Responds to complaints from clients, courts, or representatives of elected officials.
- Assigns and monitors caseloads for Child Support Enforcement unit.
- Reviews cases to determine whether proper procedures and paperwork were fully completed.
- Work with QA and Trainer to determine best practices and training needs.
- Corresponds with participants keeping them informed of case progress.
- Ensures performance standards are met within unit, including customer service goals, accuracy rate and timeliness.
- Prepares monthly, quarterly, and annual reports for CSEA Administrator.
- Helps develop and implement new programs within CSEA, and consistently reviews and evaluates unit programs for efficacy, quality, and accuracy.
- Acts as liaison to the bank regarding problems with balancing, non-sufficient fund checks, bank errors, and bad address problems in order to correct errors.
- Adheres to all relevant federal, state, and local rules and guidelines, and internal procedures.
- Must possess a valid State of Ohio's driver's license and auto insurance in accordance with ORC 4509.5.
- Must demonstrate regular and predictable attendance
- Other duties as directed by Administrator and/or Executive Director.

NON- ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Attends conferences, workshops, and training sessions pertinent to job duties to meet state mandates.
- Participates on internal and external committees related to program/department.
- Meets all job safety requirements and all applicable OSHA safety standards that pertain to the position.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge in laws, rules, and best practices standards governing CSEA.
- Knowledge of word processing principles, budgeting, and intermediate math.
- Knowledge in court testimony and procedures, and Ohio rules of evidence.
- Skill in client engagement, interviewing techniques, conflict resolution, and case management.
- Skill in employee supervision, coaching, corrective action, and career development.
- Skill in utilizing computer systems, scanning software, and virtual teleconferencing.
- Skill in establishing and maintaining effective working relationships.
- Skill in effective oral and written communication.
- Ability to communicate effectively using oral and written skills.
- Ability to connect clients to community resources.
- Ability to develop strong partnerships with community partners.
- Ability to answer routine questions and inquiries from staff and clients.
- Ability to explain legal or technical issues to others.
- Ability to maintain complete and accurate records.
- Ability to prepare accurate and concise written assessments, case notes, and reports.
- Ability to maintain confidentiality.
- Ability to meet strict deadlines.
- Ability to connect clients to community resources.

HOW TO APPLY:

If interested submit Resume Cover Letter, and Employment Application to Lara Hozalski, Deputy Director of Human Resources, 185 Shady Lane Drive, Norwalk, Ohio 44857 or lara.hozalski@jfs.ohio.gov .

You can find our application at: <https://www.huroncountydjfs.com/careers>

Deadline: Until Filled

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