

POSITION DESCRIPTION

POSITION: Child Support Specialist

LOCATION: S/M Community

SALARY: 12.82 Negotiable

Reports to: Child Support Manager

This is a Grant Funded Position

POSTING DATE: 6/5/19

CLOSING DATE: 6/12/19

PAYGRADE: 4

GENERAL RESPONSIBILITIES: This position is responsible for helping parents work together when possible to support their children. The position is responsible to establish and enforce child support orders, management of case files, as well as a variety of administrative and staff support duties. This position is responsible for high level customer support and contact with law enforcement personnel, attorneys, government officials, employers, other child support agencies and the public. This position requires independent judgment in assessing individual case needs to determine appropriate action to be taken within specific tribal and federal statutes, rules, and guidelines. Essential functions of this position will be negotiating stipulations, preparing court documents, scheduling appointments, filing, customer service, answering the telephones and replying to voice messages promptly. This position requires strict confidentiality and safeguarding of client personal data. This position will continue to present Child Support as support for Stockbridge children.

DUTIES:

1. Practice excellent customer service skills at all times to include, but not limited to addressing customer and employee needs courteously and promptly.
2. Interview applicants to identify child support services needed; analyze cases to determine appropriate actions; locate parents and their assets using all available information to provide quality case management in line with Tribal and Federal Regulations. Maintain and monitor intake, case management, etc.
3. Assist parties in reaching agreements through mediation and dispute resolution techniques with the goal of minimizing family conflict.
4. Assist the Child Support Attorney in court by providing necessary information/documentation.
5. Read and analyze legal documents such as summons, petition, motion, affidavit, contempt papers, warrants, and order for appearance in court, income withholding orders and Huber papers. In addition, be familiar with the process for implementing action on the legal document.
6. Coordinate efforts with other child support agencies to establish or transfer and enforce and monitor child support cases, law enforcement personnel, attorneys, employers, and the Stockbridge-Munsee Tribal Court.
7. Make referral for non-cooperation and fraud to appropriate agencies as required.
8. Update Agency Intergovernmental Resource Guide to provide other agencies with Stockbridge-Munsee Community Child Support procedures.
9. Review and suggest modifications to existing legal documents, prepare child support orders, negotiate stipulations, process bench/day warrants and coordinate court hearings.
10. Monitor cases to ensure obligations are established, enforced, and modified as needed.

11. Testify in court as needed to represent the Child Support Agency, i.e., Child Support establishment, Day warrants, motions on child support modifications, etc.
12. Contact all known sources for income information/verification to collect data for cases requiring legal action or location of custodial and non-custodial parents.
13. Prepare income withholding orders within the WiKIDS document generation program. Modify Templates as needed.
14. Provide client with information about procedures of each process.
15. Coordinate DNA tests when required for paternity establishment.
16. Create new case files and records; entering information on client(s) utilizing the State of Wisconsin KIDS Information Database system, other data management systems, to include paper files.
17. Process all new referrals from KIDS including proper case set up and complete agency file.
18. Maintain, prepare, and process child support case transfer paperwork in related databases and prepare agency files.
19. Provide Outreach education and assistance to tribal programs and members with information about the Tribal Child Support Agency.
20. Provide referral services to clients including employment opportunities when available.
21. Provide general office assistance as needed.
22. Participate in annual review and provide input of policies, Standard Operating Procedures manual and Agency rules.
23. Maintain strict Agency security, confidentiality, and quality to meet professional standards of the Agency. Must sign a confidentiality statement prior to employment. Must complete annual Safeguarding Federal Tax Information and Program Security and Confidentiality Training.
24. Must maintain an acceptable departmental attendance record.
25. Must be reliable and prompt when reporting to work.
26. May be required to satisfactorily complete an exam or other testing requirement(s) to determine skill proficiency.
27. Required to attend job related training, in-service training, and meetings, to maintain professional and technical knowledge.
28. Must adhere to tribal law and other applicable laws as well as tribal personnel policies and procedures.
29. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.
30. Must be able to work effectively with a team.

QUALIFICATIONS:

1. An Associate's degree in a closely related field or 4 years successful work history in a closely related field.
2. Experience and knowledge of computer programs including, Word, Excel, and network functions is required.
3. Knowledge of Tribal laws and regulations related to child support, legal terms, and courtroom procedures and etiquette.

4. Ability to establish effective working relationships with the courts, law enforcement, and other family services agencies.
5. Knowledge of available health and welfare resources and tribal assistance programs and the ways in which these resources may be made available to clients.
6. Ability to read and interpret legal, accounting, counseling and personnel terminology.
7. Ability to comprehend and interpret a variety of documents including tax records, case records, statistics, and legal orders.
8. Ability to analyze data, audit case files, reduce arrearages, assess and determine criteria to develop alternatives and consequences for non-compliance within Administrative Enforcement guidelines.
9. Ability to communicate effectively both verbally and in writing.
10. Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; may require ability to utilize principles of fractions and/or interpret graphs.
11. Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluations of information against a sensory, judgmental or subjective criterion, as opposed to that which is clearly measurable or verifiable.
12. Ability to demonstrate excellence in all areas of responsibility and continually seek improvement in results.
13. Ability to deal with difficult clients.
14. Must obtain and maintain an elder/youth license.
15. Must be willing to attend all applicable training.
16. Must pass pre-employment drug and health screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
17. Must be eligible for coverage under the employer's liability insurance.
18. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.
19. Must be able to meet physical requirements of position.
20. Must abide by departmental and organizational safety, testing, and uniform guidelines.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

1. This position requires a lot of sitting with occasionally stoop, kneel, crouch, and lift and/or move up to twenty-five (25) pounds.
2. Evening and/or weekend may be required. Extended hours and irregular shifts may be required at times.
3. Work environment requires excellent personal hygiene due to working in close proximity to others and in an enclosed area.
4. A Tuberculosis (TB) Screening and/or TB Skin Test may be required.

SUBMIT APPLICATION TO:

Human Resource Department
P.O Box 70
N8705 Moh He Con Nuck Rd
Bowler, WI 54416

WE ARE A DRUG FREE EMPLOYER.
CANDIDATES MUST PASS DRUG SCREEN
AND REMAIN DRUG FREE.

hThe Stockbridge-Munsee Community operates as an equal opportunity employer except Indian Preference is given in accordance with the Tribal Employment.

Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.

New Position:
Revised Position: gwd 01-28-19
Approved:11-20-15
TC Approved: 2-18-19

Tribal Council Approved:1-13
Tribal Council