

Child Support Case Manager

The job duties of the Child Support Case Manager include, but are not limited to, specialized work managing an assigned caseload by providing services to establish, modify, and enforce court orders in a manner consistent with State and Federal laws that govern the administration of the Child Support Program. Provide responsive and courteous service to County residents and the general public. Determine which enforcement activities are appropriate on a case-by-case basis, and completes those enforcement activities. Communicate and cooperate with other state and county child support agencies. Process and monitor caseload for enforcement purposes, make recommendations for court referrals, and prepares case for civil court. Perform parent locate activities. Prepare arrearage calculations. Discuss and explain case specifics with case participants, either in person or in writing. Display the ability to work independently and think critically.

Call Center/Receptionist

Job duties include, but are not limited to, handling inquiries from the public both in person and over the phone for all units within the Prosecutor's Office. Answer inquiries and questions, provide program information, identify priority issues, route calls to appropriate personnel, document all front desk child support requests, assist with mail and other responsibilities as needed. Candidate should possess good communication and adaptability skills, be proficient in Microsoft and be customer service-oriented. Office hours are 8:00-4:30 Monday through Friday.