



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Child Support Specialist

LOCATION: Child Support

HIRING RANGE: \$21.82-\$24.25/Hr.

STATUS: Full time

HOURS PER WEEK: 40

WORK HOURS: 8:00 am – 4:30 pm

APPLICATION DEADLINE: Recruitment will be ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION *May 2023*

POSITION TITLE: Child Support Specialist

DEPARTMENT: Child Support

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Collaborates with the child support attorneys to take appropriate court actions to ensure non-custodial parents pay child support. Establishes, enforces and modifies court orders. Prepares legal pleadings, records of payments, and locates non-custodial parents who owe child support. Establishes paternity and obtains a court order to put a child support obligation in place. Works with other organizations and departments to help parents overcome obstacles that keep them from meeting their child support obligation.

ESSENTIAL FUNCTIONS:

1. Thoroughly and completely investigates matters referred to Child Support Agency, involving the establishment of paternity, the establishment of child support and medical insurance responsibility, payment of current support, payment of arrearage, and reasons for nonpayment. Utilizes investigative findings to assure the collection of child support, paternity and medical expenses, and substitute care expenses, or determines there exists an acceptable reason for nonpayment.

2. Provides information for initial and subsequent hearings scheduled by the Agency for child support cases to the child support attorney. Drafts legal court documents necessary for child support proceedings, including establishment, enforcement, or modification of a child support order.
3. Makes independent decisions on when to schedule hearings, lift stays of jail sentences, refer for felony actions, and commence long-arm or interstate actions.

ADDITIONAL ESSENTIAL DUTIES:

1. Communicates with other state's child support agencies to secure all necessary information to prepare and process Petition/Testimony for UIFSA case actions.
2. Processes and evaluates referrals from the Department of Human Services for the parents of children in substitute care.
3. Reviews and adjusts all cases where an increase in support is requested. Secures and reviews financial statements submitted, calculates appropriate support level, and follows up on negotiations between the parties.
4. Monitors the financial condition, address, and employment changes along with adherence to court orders, and takes appropriate judicial or administrative enforcement action.
5. Reviews correspondence and information received, responds and takes whatever appropriate action is needed.
6. Reviews child support cases for determination of additional enforcement services that may be required, and take appropriate enforcement action.
7. Makes independent decisions when to contact absent parent, custodial parent, employer, or another jurisdiction.
8. When required, attends court hearings, providing testimony to the Court, and drafts orders or warrants resulting from the hearings.
9. Provides information to the District Attorney's Office enabling that department to commence criminal actions.
10. Records and maintain statistical information and reports.
11. Assists individuals who call or walk-in and ensures that they are treated in a courteous manner under sometimes difficult circumstances.
12. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Office Supervisor.
2. Works with co-workers of the child support department, other County employees, and the public on a daily basis.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High school graduate or GED required.
2. Associates degree preferred in legal studies, social services, human services, public administration, or similar fields of study.
3. At least two years working in an office preferred. Including one year in a public-contact environment, or any combination of education and experience that provides equivalent knowledge, skills and abilities.
4. Ability to obtain and maintain access to Federal Tax Information (FTI).

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of current compilations of State and Federal program policies and procedures.

2. Knowledge of legal procedures and Court practices
3. Ability to legally file information properly and consistently.
4. Ability to comply with state and federal mandates and imposed deadlines.
5. Ability to deal effectively and cordially with the general public.
6. Demonstrate proficient organizational skills with the ability to work independently with minimal supervision.
7. Strong written and verbal communication skills including listening skills.
8. Computer skills including facility with Microsoft Office applications and ability to learn and use software.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to walk, stoop, climb, bend, stretch, push, pull and lift up to 20 pounds, understanding and utilizing proper body mechanics.
5. Ability to travel to other County departments and locations.