YAMHILL COUNTY
CAREER OPPORTUNITY
Job #DA19-106
Recruitment closes December 16, 2019 at 3:00 p.m.

Child Support Specialist
Salary: $2588 - $3016/month (DOE) with Excellent Benefits

Our Community
Yamhill County has approximately 102,000 residents and is a very desirable place to live in the heart of the Willamette Valley wine country. Yamhill County is home to Linfield College and Chemeketa Community College in McMinnville and George Fox University and Portland Community College in Newberg. Yamhill County is centrally located in the Willamette Valley, within close proximity to the Oregon Coast, the Portland and Salem metropolitan areas, and the Oregon Cascade Mountains. Wide varieties of indoor and outdoor recreation opportunities are available. We have the benefits, appeal and superior quality of life found in a small town community, while enjoying active social and cultural lifestyles found in larger metropolitan areas.

The Child Support Specialist
This is a regular, full-time entry-level position for a child support specialist to establish, modify, and enforce child support orders. Duties will include reading and interpreting child support orders and other documents as they relate to child support, assisting with investigations to establish paternity, locating non-custodial parents and determining ability to pay, analyzing account records and distributing child support payments, and other duties as assigned. Attention to detail is critical for this position.

Please see the attached job description for full details.

The Benefits
Health coverage - Group medical, dental, and vision insurance coverage for the entire family. For the 2019-20 plan year, the County pays 99% of the monthly premium and employees pay 1% ($15.90 per month) for the Base Plan. With this plan, employees are eligible for a $100 a month contribution into an HRA VEBA account. Buy-up plans are also available.

Retirement - PERS (Public Employee Retirement System) contribution is 100% employer funded, which includes both contribution to PERS pension and IAP accounts (IAP contribution is 6% of salary).

Short-Term Disability – 100% County paid

Life insurance - $6,000 for employee/$2,000 for spouse and children – 100% County Paid.

Vacation/Sick Leave - Flexible Earned Time (FET) is a combination of vacation and sick leave. To start, you will earn 12.38 hours per month and future accruals increase based on years of service. After a year of service and depending on FET balance, employees may sell-back up to 40 hours of FET per year.
The Qualifications
The position requires a high school diploma or GED and one year of related child support experience. Individuals with experience working in a child support office and those with bilingual (English/Spanish) skills are encouraged to apply.

Successful completion of a background check is required.

The Candidate
The successful candidate will be self-directed, detail-oriented, and possess the ability to work in a team environment to establish and maintain effective working relationships with supervisors, co-workers, other county employees, public officials, and the general public, and will have the ability to exhibit excellent communication skills and interact with irate customers in a pleasant, tactful, and courteous manner.

Employees must be able to perform the essential functions of this classification with or without accommodation.

The Application Process
Please visit the Yamhill County website at www.co.yamhill.or.us/hr to download an application. You may submit your application by mail (US Postal Service), fax (503-434-7553), e-mail (employment@co.yamhill.or.us), or hand-delivery (434 NE Evans St., McMinnville OR 97128). Please contact our Human Resources Department at 503-474-4901 if you have any questions about our application process.

Yamhill County is an Equal Employment Opportunity Employer and values diversity. All qualified applicants are encouraged to apply. A completed County application is required. Applicants are considered for employment based on their qualifications without regard to race, religion, gender, sexual orientation, national origin, age, marital or veteran status, medical condition or disability, or any other factor prohibited by law or regulation. Veterans are encouraged to apply. In order to receive Veterans’ Preference Points, please be sure to submit the required Veterans Hiring Preference Form. Please notify the Human Resources Office if you need accommodation or assistance with any part of our application process.
JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:
The entry level Child Support Specialist Entry (CSSE) working with higher-level staff learns how to establish, modify, and enforce child support orders. The CSCME receives formal and informal training and on-the-job experience with close technical oversight. As training and competence progresses, the employee takes on increasing independence to complete more complex tasks.

Establishes, modifies, and enforces child support orders by deciding action needed, initiating and authorizing administrative and judicial legal action, and preparing cases for hearing. Reads and interprets child support orders and other legal documents as they relate to the child support case. The CSS conducts investigations to establish paternity, locate the non-custodial parent, and determine the ability to pay, analyze account records, and distribute child support payments. The CSS provides case management services as they relate to child support cases.

SUPERVISION RECEIVED:
Works under the direct supervision of the District Attorney’s Office Administrator. Work will be reviewed and training provided by the Senior Child Support Specialist. Will receive daily technical assistance from a higher-level Child Support Specialist in order to learn the duties of the position.

SUPERVISION EXERCISED:
Supervision is not required for this classification.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:
- Child Support Orders
  - Identify cases needing a support order by reviewing case documentation, completing legal forms, gathering income information, and performing support calculation to establish support order. Request, review and evaluate paternity affidavits for accuracy and information necessary to initiate action, including obtaining sworn statements. Once documents are received, complete and file legal documents to establish paternity. Receive modification requests verbally or in
writing. Approve or deny requests based on requirements. If request is approved, decide the type of modification process needed and file modification order. Identify forms necessary to establish or modify an order. Investigate noncustodial parents' assets, employment and availability of health insurance to decide ability to pay.

- Gather wage information from parties to the support case, computer sources, administrative subpoena and Oregon Wage Guide. Use information and research and apply child support guidelines to calculate correct support obligation. Prepare and notarize forms for service. If not contested, enter final order into the court system. Access computer screens and update information. Upon receipt of a hearing request, prepare the case for hearing by scheduling depositions, obtaining financial or medical records, developing witness lists, and coordinating the appearance of witnesses. Act as the agency representative to explain the agency's actions at the hearing.

- Obtain and verify information to assist in enforcement of child support orders. Investigate noncustodial parent's assets and employment. Assess the ability to pay child support and availability of health insurance. Analyze financial records for collection potential. Decide and initiate the appropriate collection method. Contact debtor to decide ability to pay or appropriateness of contempt action.

- When the noncustodial parent lives in another state, provide full range of interstate child support services. This includes, developing cooperative working relationships with other states' district attorneys, private attorneys, and child support program representatives; addressing procedural questions with the public; respond to requests for information; participating in out-of-state administrative hearings; and coordinating the collection with out-of-state support agents or district attorneys.

• Case Management
  - Interview customers to gather information and gain cooperation to establish and enforce paternity and child support orders. Assess the relationship and services needed between the non-custodial parent and his/her children.
  - Identify potential barriers that would prevent the non-custodial parent from providing child support. Assist in resolving the needs of the non-custodial parent by suggesting community resources that help obtain employment and life skills. Coordinate with community resource workers to monitor progress of non-custodial parent and continue to identify barriers to payment of child support orders.
  - Refer customer to community resource agencies that may assist in helping to meet child support responsibilities. Work with public and private agencies to encourage and support family self-sufficiency.
  - Identify when child support enforcement actions might increase the potential for domestic violence and work with other agencies to assure family safety. Use enforcement remedies to meet plan outcomes.
  - Research and respond to inquiries from the public, other jurisdictions and public/private organization. Explain regulations, laws and procedures to the general public and public/private partners.
JOB SPECIFICATION

KNOWLEDGE OF:
- Office procedures and alphabetical filing.
- Confidentiality rules, especially those specific to program area.
- Appropriate Agency partners and community resources.
- Research techniques including electronic search methods.
- Computers and associated software, as well as use of internet and internet search tools and related social media.
- Statutes, regulations, policies, procedures and guidelines of programs administered by the District Attorney’s Office and the Oregon Child Support Program.

SKILL IN:
- Organizing materials and documents and accurately maintaining records.
- Developing and maintaining professional relationships.
- Communicating orally and in writing.
- Assessment, identification of barriers and resource referral as it relates to management of child support caseload.
- Exercising judgment and discretion in applying rules and policies to situations that may not be routine.

ABILITY TO:
- Respond to general & specific questions regarding the Oregon Child Support Program, inclusive of the ability to accurately provide information in reference to case status and refer to appropriate program partners.
- Effectively deal with persons in difficult and stressful situations.
- Maintain cooperative professional relationships with customers, peers, supervisors, managers, and the community in general.
- Write concisely and perform administrative tasks, including documenting via electronic systems.
- Operate in the Microsoft Windows environment inclusive of using Excel, database management and record keeping programs.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:
High school diploma/GED and one year related clerical experience. Experience in a Legal Office or a Child Support Office is preferred.

SPECIAL QUALIFICATIONS REQUIRED:
Ability to work a four-day, ten-hour work schedule. Work is typically performed Monday through Thursday.

OTHER REQUIREMENTS:
Ability to secure and maintain a driver’s license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver’s license and liability insurance minimums as outlined in ORS 806.070.
May be subject to successful completion of a background check.

**WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:**
The incumbent performs work in a general office environment. Office environment work utilizes a computer, telephone, and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office/business. The employee may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend, or lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

*The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.*

*The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.*