

**WARREN COUNTY
CHILD SUPPORT ENFORCEMENT AGENCY**

POSITION AVAILABLE

JOB CLASSIFICATION TITLE: INVESTIGATOR
DEPARTMENT: CHILD SUPPORT
ENFORCEMENT AGENCY
PROBATIONARY RATE: \$17.00/HOUR (365 DAYS)
SCHEDULED HOURS: 40 HOURS PER WEEK

SEE ATTACHED JOB DESCRIPTION FOR MINIMUM

QUALIFICATIONS AND ESSENTIAL DUTIES OF THIS POSITION

POSTING PERIOD: THIS NOTICE IS BEING POSTED FOR A PERIOD OF
TIME NOT LESS THAN SEVEN (7) CONSECUTIVE
CALENDAR DAYS.

**APPLICANTS MAY FAX/MAIL AN APPLICATION OR APPLY IN PERSON BETWEEN
THE HOURS OF 8:00 A.M. AND 4:30 P.M. AT:**

WARREN COUNTY
CHILD SUPPORT ENFORCEMENT AGENCY
ATTN: KIM REISINGER
500 JUSTICE DRIVE
PO BOX 440
LEBANON, OHIO 45036
FAX 513.695.2969

**A WARREN COUNTY APPLICATION MUST BE COMPLETED.
NO PHONE CALLS PLEASE**

**APPLICATIONS WILL BE RECEIVED UNTIL POSITION IS FILLED.
THIS POSITION IS SUBJECT TO A POST-OFFER DRUG SCREEN AND
A BACKGROUND CHECK.**

WARREN COUNTY IS AN EQUAL
OPPORTUNITY EMPLOYER

PERKS & BENEFITS OF WORKING AT THE CSEA

Monday through Friday

7:30am-4:30pm

1 hour lunch break

THREE (3) WEEKS of Vacation, after completion of 1 year of service

Work Environment

Work/Life Balance

Job Stability

Affordable Health Insurance

- HDHP (High Deductible Health Plan)
- HSA (Health Savings Account)
- Medical & Prescriptions
- Dental
- Vision

Supplemental Insurance - AFLAC

Deferred Compensation

OPERS Retirement

- 14% Employer Contribution

Sick Time earned

11.5 Paid Holidays each year

- New Years Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Juneteenth Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving
- Day After Thanksgiving
- ½ Day Christmas Eve
- Christmas Day



POSITION DESCRIPTION
WARREN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

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| JOB CLASSIFICATION TITLE: | CHILD SUPPORT INVESTIGATOR |
| FLSA STATUS Non Exempt | EMPLOYMENT STATUS Full-time |
| PROBATION 365 Days | REPORTS TO: Supervisor |
| CIVIL SERVICE STATUS Classified | DIVISION: Specialized Enforcement |

DISTINGUISHING JOB CHARACTERISTICS

Child Support Investigators, under general supervision, perform a wide variety of child support duties; maintains a caseload; investigates and analyzes child support cases, initiates appropriate actions to establish and enforce child and medical support court orders. Updates, reviews and monitors case records using the statewide Support Enforcement Tracking System (S.E.T.S). Investigates and analyzes case information to determine the appropriate enforcement action to enforce and collect child support.

Investigator responsibilities may include one or more of the following specialty areas: Call Center Representative, Intake Investigator, Paternity & Establishment Investigator, Termination Investigator, Modification & Review Investigator, Default Investigator, Location Investigator, Cash Medical Investigator, and Intergovernmental Investigator. Please see individual descriptions of Investigator descriptions included in this position description.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with the requirements of that Act.

1. Case processing/management.
2. Information Collection - Interviews custodial and non-custodial parents/caretakers.
3. Research and review case information.
4. Respond to inquiries from case participants.
5. Works in conjunction with Ohio Department of Job and Family Services.
6. Schedules/reschedules clients for appointments.
7. Attends meetings, training, seminars, and conferences as needed.
8. Complies with confidentiality and Federal Tax Information laws and regulations.
9. Demonstrates regular and predictable attendance.
10. Complete online computer-based training as required.
11. Perform other duties as assigned.

EQUIPMENT OPERATED

Computer; printer; calculator; copier; fax machine; scanner; shredder; telephone; and other standard office equipment.

CONTACT WITH OTHERS

Non-custodial parents (payors); residential parents (payees); Attorneys, Magistrates, Judges, other court personnel and public.

PHYSICAL DEMANDS

The following physical demands are typically exhibited by position incumbent performing this job's essential duties and responsibilities. The physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may be need to be made when an otherwise qualified person is unable to perform the jobs essential duties because of an ADA disability.

Continuous upward and downward flexion of the neck; frequent sitting for extended periods of time at a computer; employee talks and hears over the telephone; repetitive use of hands to operate computers, printers, and copiers; walking, standing, bending, and twisting of the neck; vision demands include frequent close detailed vision when operating the computer; the ability to adjust focus for close work.

QUALIFICATIONS

Any combination of education, training, course work or experience of operating standard office equipment.

LICENSURE OR CERTIFICATION REQUIREMENTS

Valid Ohio Driver's License

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor, Appointing Authority or designee.

My signature below signifies that I have reviewed the contents of my position description and understand that I am expected to perform, to the best of my ability, the job duties and requirements specified in this description. I further certify that I have reviewed the most current copy of the Warren County Commissioners Personnel Policy Manual.

(Employee's Signature)

(Date)

Intake Investigator

Receives and processes IV-D applications; receives and enters all demographic and court order information from the courts and/or other referring agencies and departments into SETS (Support Enforcement Tracking System); prepares and processes all documentation in file form or image form; processes daily interface report from ODJFS; refers cases to appropriate department or unit for verification and enforcement purposes.

Paternity & Establishment Investigator

Receives and processes all paternity and support establishment cases. Schedules interviews, genetic testing, and administrative hearings for the purpose of establishing paternity and/or child support. Interviews case participants and processes all documentation and information needed to determine parentage and/or establish an order for child support by administrative process or judicial process. Gathers pertinent information for legal discovery and prepares cases for court. Follows up with judicial process to have administrative orders adopted by the courts. Files appropriate forms with the Central Paternity Registry and/or vital statistics. Gathers income information and documentation to calculate and set support in accordance with the Ohio Guidelines.

Default Investigator

Completes in-house investigations utilizing SETS (Support Enforcement Tracking System) to track and monitor the status of court ordered child support. Reviews and completes default lists, follows up on default notices issued by taking the next action required to maintain compliance with court ordered child support payments by initiating one or more of the following enforcement techniques: income withholding orders for either earned or unearned income to employers, financial institutions, retirement funds, prison earnings or from any earnings or asset holding entity permitted by law; court order or administrative requirement for an obligor to seek employment; administrative order for collection of arrearages by adding an additional amount to pay towards the arrears; access restriction and withdraw directive to seize a bank account for the payment of arrears; suspension of driving licenses and/or driving privileges. Refers cases for administrative or judicial action to enforce an existing child support order. Corresponds with obligors to ensure compliance with court ordered child support. Follows up on failed enforcement actions.

Location Investigator

Utilizes SETS and other authorized data bases to locate absent parents and/or alleged fathers to establish paternity, child support, and enforce existing court orders for child support. Sends and receives address, employment, and asset verification forms issued both within the SETS system and agency issued forms. Receives and processes all return mail to the agency; receives and processes all name and address changes; receives, directs and/or responds to all written general correspondence and requests for information from authorized and/or appropriate parties. Receives and processes income withholdings regarding employment changes and/or income holding entities.

Modification & Review Investigator

Receives and processes all requests for review and adjustment in accordance with the Ohio Guidelines, Administrative Rules and the Ohio Revised Code. Gathers and verifies income information and access to medical insurance from case participants and/or other income generating sources. Follows and applies all rules pertaining to the timeframes permitted to complete a review and adjustment. Ensures that all participants are informed of the process and what the requirements are in order for a review and adjustment to be completed. Candidate must have a thorough knowledge of child support calculation requirements and process of determining annual income. Calculates support based on earnings and/or forms of income used for the purpose of setting child support. Generates notices and recommendations utilizing the SETS system to the appropriate case participants. Informs all parties of their rights and responsibilities. Follows up with recommendations by filing an entry with the courts; receives objections and sets an administrative hearing with the appropriate hearing officer and participants in the hearing process.

Cash Medical Investigator

Cash medical support is an amount ordered to be paid in a child support order toward ordinary medical expenses incurred during the calendar year. Every child support order established or modified includes a cash medical order as part of the total order. As part of his/her duties, the Cash Medical Investigator is responsible for sending Incoming Withholding Orders to employers of obligors. Further, the Investigator is responsible for working National Medical Support Notices for the health care obligor. The Investigator is also responsible for other duties as assigned by his/her direct supervisor and/or the Director of the CSEA.

Intergovernmental Investigator

Under general direction, receives and evaluates cases referred for intergovernmental services. Worker determines if case meets criteria for intergovernmental intervention and processes case according to the service(s) needed. Interviews case participants to obtain pertinent information that enables the agency to proceed or follow up with the initiating/responding States or Country. Initiates actions with the courts and corresponds with other State agencies to ensure that proper action is being taken to provide paternity, support establishment, location, and enforcement of court ordered child support.

Call Center Representative

Under general supervision, responds to questions/concerns through telephone or personal contact with the general public, case participants, and third parties. Contacts case participants and third parties (i.e. employers) when necessary to verify or solicit information for enforcement purposes. Accesses computer files for the purpose of obtaining pertinent information to answer questions and general inquiries. Handles confidential information in accordance with the law and agency policy. Enters comments into SETS (Support Enforcement Tracking System) detailing the purpose of the call or visit to the agency. Resolves general questions and/or complaints. Refers inquiries and/or issues to appropriate departments for further research, a provided service, or enforcement of an existing court order. Communicates Agency's purpose, services, procedures, policies and rules to the public, case participants, and third parties. Performs other duties as assigned.

Termination Investigator

Receives, evaluates, and processes all child support termination requests; verifies information to ensure termination requirements have been met; prepares administrative termination paperwork and submits recommendations to the appropriate parties; monitors objection period and follows up with entry or sets for hearing.