



# Support Enforcement Aide

## Job Description

**Department:** Human Services

**Rating:** B21

**Supervisor Title:** Child Support Supervisor

**FLSA Status:** Non-Exempt

**Minimum Qualifications of Education and Experience:**

High School Diploma or equivalent (G.E.D.); and 2 years of administrative support in human services or related experience; or an equivalent combination of education and experience.

**Required License (s):**

Incumbents in this class typically require:

- Valid Driver's License

**Nature of Work:**

The first level of the Human Services Support Series is responsible for making defined decisions in supporting clients by identifying community services and resources; providing specialized information regarding clients' needs; and providing direct services to clients when requested. Responsibilities may include providing information to participants; reviewing information; interviewing participants; and maintaining and coordinating the collection and maintenance of related files.

Essential Work Functions (Illustrative only):		Frequency	Band
1.	Performs case support activities for assigned case load, which includes: Intake/Client contact person; verifying accuracy of data, enter information in data management systems, make sure required information is collected and maintained as needed per case. Answers client questions about topics related to receipt of or collection of child support. Seeks information from clients necessary for processing case.	Daily 60%	B2
2.	Determines which cases need additional review due to complication of case, legal actions or unusual circumstances.	Daily 25%	B2
3.	Gathers required documentation for case determination; such financial data, paternity determination and other required data due to court orders.	Daily 15%	A1
4.	Performs other duties of a similar nature or level.	As Required	N/B

**Level of Decisions:**

Incumbents in this class are generally responsible for the outcome and performance of clearly defined objectives; apply standard operating policies and procedures, and may have limited responsibility in how to approach and explain various programs to participants.

**Direction Received/Provided:**

Work is performed under general direction, applying procedures and standards to specific situations. May provide direction/guidance and delegate tasks to others on work methods and procedures.

**Knowledge, Skills and Abilities Required:**

- Basic human services principles, techniques and practices;
- Customer service principles;
- Client documentation requirements;
- Computers and related software applications;
- Applicable Federal, State, and local rules and regulations;
- Managing databases documenting clients’ progress and status;
- Maintaining records and files;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

**Persons with Disabilities:**

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodations may be available for both essential and non-essential job duties.

**Physical Demands and Work Environment:**

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands: Work performed is sedentary in nature, and typically performed within the Government Center or a satellite office. May occasionally lift 15-20 pounds. Frequent wrist and finger manipulation due to high amount of filing, compiling, calculating, or computer work. Equipment used may include, but is not limited to, computer, calculator, telephone, camera, and copier/scanner/fax machine. Occasional out of town travel may occur. Work interruptions are frequent. There is some pressure associated with project or activity deadlines. May also deal with individuals who may be emotionally charged. Additional physical/mental requirements that occur may not be listed above, but are inherent in performing the position's essential functions.

**Disclaimer:**

This description is intended to describe the kinds of tasks and levels of work difficulty being performed by people assigned to this classification. The list of responsibilities is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

**Access to Not Public Data:**

A county employee in this position may encounter Not Public Data as defined by Minnesota or federal law in the course of the job duties. Any access to Not Public Data should be strictly limited to accessing the data that is necessary to fulfill the defined job duties. While data is being accessed, the employee should take reasonable measures to ensure the Not Public Data is not accessed by unauthorized individuals. Once the work reason to access the data is reasonably finished, the employee must properly store the Not Public Data according to the applicable provisions of Mower County employee policies and Minnesota or federal law. All employees are expected to become familiar with and comply with the requirements of the County’s Data Practices and Data Security Policies and a breach of these policies may lead to disciplinary action against the employee.



Employee Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

Classification History:	
Date:	Comments:
May 2019	