

MOWER COUNTY CLASS SPECIFICATION

CLASS TITLE: Support Enforcement Aide

BAND:	GRADE: 6	SUBGRADE:
DEPARTMENT: Child Support	ACCOUNTABLE TO: Collections & Accounting Supervisor	FLSA STATUS: Non-Exempt
CLASS SUMMARY: Incumbents are responsible for assisting child support officers in planning and managing child support cases. Duties include: serving as primary intake worker; performing daily updates to State computer system; presenting information to educational groups and training sessions; and, assisting child support officers in preparation for Court appearances.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Serves as primary intake worker which includes: interviewing clients in person or by phone, contacting parents, reviewing applications for accuracy and completion, determining payment history, determining if corrective action by child support officer is warranted and referring individuals to appropriate worker for action on cases.	Daily 75%
2.	Performs daily updates to State computer system to revise payor of fund statements, employment status, insurance information and income withholding amendments. Responds to requests for information. Sets hearing dates and provides worklist referrals to appropriate workers.	Daily 15%
3.	Presents information to educational groups and training sessions including referrals to agencies and actions that warrant reporting.	Monthly 5%
4.	Assists CSOs in preparation for court appearances which includes: gathering information related to finance and employment history and verifying employment for non-custodial parents.	Weekly 5%
5.	Performs other duties of a similar nature or level.	As Required

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Knowledge (position requirements at entry):

Knowledge of:

- Basic State statutes regarding child support enforcement;
- Human behavior.
- Scope of services offered by State and child support officers.

Skills (position requirements at entry):

Skill in:

- Using computers and related software applications;
- Using equipment such as telephones, calculators, copiers, fax machines, and printers;
- Driving a County vehicle;
- Writing clear and concise memos and reports;
- Interviewing, data collection and assisting in child support case management functions;
- Maintaining accurate files and records;
- Understanding and reading legislative statutes, rules and guidelines.
- Compiling and collecting background information on program applicants;
- Prioritizing and handling multiple projects and tasks;
- Maintaining confidentiality;
- Defusing hostile clients and situations;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

High school diploma or equivalent (G.E.D.) and one year of related experience or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above in accordance with the equivalencies established by MN Merit System.

Licensing Requirements (position requirements at entry):

- Merit System Examination.

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Physical Requirements:

Positions in this class typically require: reaching, fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Classification History:

Draft prepared by Fox Lawson and Associates LLC

Date: 12/1998

Revised 12/99 by BCC