



GREEN LAKE COUNTY

571 County Road A, Green Lake, WI 54941

Original Post Date: 07/07/16

Amended* Post Date:

The following documents are included in the packet for the Personnel Committee on July 11, 2016:

- 1) Agenda
- 2) 4 Points for Child Support Specialist
- 3) Job Description for Child Support Specialist



GREEN LAKE COUNTY OFFICE OF THE COUNTY CLERK

Margaret R. Bostelmann, WCPM
County Clerk

Office: 920-294-4005
FAX: 920-294-4009

Special Personnel Committee Meeting Notice

*Date: July 11, 2016 Time: 5:30 PM
Green Lake County Government Center,
Committee Room, 571 County Rd A, Green Lake WI*

AGENDA

Committee Members

*Joe Gonyo,
Chairman
Paul Schwandt, Vice-
Chair
Robert Lyon
Robert Schweder
Sue Wendt*

*Margaret R.
Bostelmann,
Secretary*

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Agenda
5. Approve Filling Vacant Position
 - Child Support Specialist
6. Committee Discussion
 - Future Meeting. Dates: Meeting July 21, 2016 at 6:00 pm
 - Future Agenda items for action & discussion
7. Adjourn

**Notice is hereby given that a majority of the Green Lake County Board of Supervisors may be present at this meeting to gather information about a subject over which they have decision making responsibility. This constitutes a meeting of the County Board pursuant to the Badke Decision and must be noticed as such although the County Board will not take any formal action at this meeting.*

Kindly arrange to be present, if unable to do so, please notify our office. Sincerely, Margaret R. Bostelmann

Please note: Meeting area is accessible to the physically disabled. Anyone planning to attend who needs visual or Audio assistance, should contact the County Clerk's Office, 294-4005, not later than 3 days before date Of the meeting.

III. RECRUITMENT AND APPLICATION PROCEDURES

Filling of Vacancy – Child Support Specialist

- a. **Each position description must be reviewed at the time of the vacancy.** The Child Support Specialist job description was reviewed and updated. (See attached.)
- b. **The designated classification of the position must be reviewed.** The qualifications and duties of this position remain unchanged.
- c. **The program or service provided by the position must be reviewed for continued need of that program or service.** There is a vacant Child Support Position because of a resignation.

This is a Child Support Specialist position with the starting wage of \$ 16.43 , and is 100% funded by the Child Support allocation(s) received.

Depending upon experience, the applicant that fills this position could be upgraded to Child Support Lead Worker position with a higher wage of \$19.00. (Pay grade 12)

- d. **A review of existing staff and personnel must occur to determine the feasibility of whether the position tasks can be accomplished through other means.**

The organizational structure of Child Support is currently being evaluated. One position needs to be filled based on initial assessment. This position is required to assure that the all the mandatory functions of the Child Support and performance standards resume.

GREEN LAKE COUNTY JOB DESCRIPTION

TITLE: CHILD SUPPORT SPECIALIST

DEPARTMENT: DEPARTMENT OF HEALTH & HUMAN SERVICES

LOCATION: GOVERNMENT CENTER

SUPERVISOR: ECONOMIC SUPPORT/CHILD SUPPORT UNIT MANAGER

SUMMARY: To investigate and manage child support cases.

DUTIES AND RESPONSIBILITIES:

- Telephone
 - Answer & Log telephone calls in writing and in the KIDS computer system
- Locate
 - Location of absent parent(s)
 - Employment of absent parent(s)
 - Information gathering activities to assist in preparation for court
 - Information gathering activities regarding income
 - Information gathering activities regarding health insurance
- Initiate
 - Review information received from IV-A regarding new cases and updates to existing cases, and do the necessary work involved.
 - Send required information to new customers / payers
- Establishment
 - Establish child support orders and health insurance orders by negotiating out of court settlements with attorneys and clients or through court action.
- Review
 - Review and adjust existing child support and health insurance orders, as required by law.
- Enforcement
 - Enforce child support orders obtained between the parties or ordered by the court / family court commissioner.
- Fiscal
 - Analyze KIDS system financial records for accuracy. Identify errors in allocation, distribution, and disbursement of child support payments and take appropriate corrective action.
- Data entry – Case Management and fiscal
 - Court order entry
 - Health Insurance order entry

- Health insurance information entry
- Use the KIDS state wide child support computer system to produce documents and letters. Enter and disposition events, update employment, income and other verified information. Maintain work lists.
- Preparation of legal documents, including, but not limited to: service of process documents, income withholding documents, stipulations and court orders. Some court motions, affidavits, orders to show cause, criminal documents and interstate documents may be involved.
- Suspend Drivers', Recreational and Professional Licenses, as appropriate, after consulting with Administrator
- Seize bank accounts, when appropriate, after consulting with Administrator
- Fiscal, employment, and health insurance information gathering activities to assist in preparation for court.
- Establish working relationships with other County and State agencies, such as the IV-A Department, Probation Officers, Social Workers, Sheriff's Department, Clerk of Court, Circuit Court, District Attorney and private attorneys.
- Monitor cases for payments and take appropriate enforcement actions when necessary.
- Provide health insurance information to customers.
- Retrieve and work daily reports.
- Verification of employment upon receipt of information
- Investigate reports of missing payments
- Reconciliation of child support accounts
- Calculate and prepare arrearage affidavits.
- Receipt and forward over-the-counter and mail-in child support payments
- Prepare and forward Housing Authority income verification requests.
- Prepare and provide child support account statements, upon request
- Prepare vouchers. Order and maintain office supplies
- Create and maintain Excel spreadsheets as needed.
- Scan all documents into the Laserfiche imaging system, as appropriate.
- General Filing. Purge old files, when appropriate. Record actions as required.
- Provide information to general public
- Attend ongoing job-related continuing education training classes. Read and understand all child support related materials provided by the State and Federal Government.
- Assist the State of Wisconsin Bureau of Child Support with projects, upon request.

SKILLS AND ABILITIES:

- A thorough knowledge of modern office practices and procedures
- Ability to obtain information through use of interview techniques

- Knowledge of legal terms and definitions, as well as knowledge of child support laws as they pertain to establishment, collections, court procedures, welfare rules and regulations
- Understanding of investigative techniques and procedure
- Ability to establish and maintain effective working relationships
- Skill in debt investigation and collection
- Ability to relate to people from varied backgrounds
- Ability to obtain cooperation from others in situations of conflicting goals or values
- skill in dealing tactfully, objectively, and effectively with responsible parties in the collection of debts
- Ability to evaluate information and exercise judgment to make recommendations
- Considerable knowledge and skill in computer operation
- Ability to quickly learn and use new computer software programs
- Skill in the use of general office equipment including but not limited to: telephone, copy machine, calculator, typewriter, personal computer, printer, fax machine and automobile.

QUALIFICATIONS:

EDUCATION: High School diploma.

EXPERIENCE / JOB KNOWLEDGE: Minimum of 5 years of experience in increasingly responsible positions involving family law, extensive computer usage, investigation and dealing with the public. Experience working independently is preferred

WORKING CONDITIONS:

PHYSICAL DEMANDS: About 50% of the time is spent typing or keying on the computer while sitting; approximately 20% of the time is spent talking while seated or standing; approximately 20% of the time is spent listening while seated or standing; 5% of the time is spent reaching, stooping, kneeling, crouching, and lifting/carrying objects up to 10 pounds.

ENVIRONMENTAL DEMANDS: 100% of the child support work is done indoors. About 30% of the time, situations could develop where there is verbal conflict with a customer either over the telephone or at the counter. There may be approximately a 1% chance of physical attack or injury from persons visiting the office or outside the office.

This is a public service position. Employees are required to be courteous, cooperative and respectful at all times with the public and clients. This includes establishing and maintaining courteous, cooperative and respectful working relationships with other employees, supervisors and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities

and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its' judgment, to be proper.

Updated February 5, 2013