



# Notice of Vacancy Stark County Job & Family Services

## **Child Support Case Manager**

### **SUMMARY**

Under the general supervision of the Child Support Supervisor, the Child Support Case Manager registers, establishes, enforces, modifies, and maintains child support orders under Stark County's jurisdiction.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

Handles incoming calls from people with or without a support order and provides customers/clients with referrals and other information. Reviews and interprets child support court orders. Collect information to establish paternity. Verifies address of custodial and non-custodial parents. Registers new applicants into the support enforcement tracking system (SETS) for tracking. Verifies income and employment of custodial and non-custodial parents. Monitors and enforces established child support orders through the enforcement timeline. Enforces the carrying of health insurance and cash medical orders if parents qualify. Monitors cases for compliance with seek work orders. Documents all updates to cases in SETS. Follows all Ohio guidelines and protocols regarding the enforcement of child support order cases. Reviews requests for modifications, obtains income information from both parents, and runs child support guidelines for the review of the support order. Refers noncustodial parent to employment and parenting programs to enable NCP to financially and emotionally support their children. Sends case to the legal department for contempt of nonpayment of support. Meets with and answers questions from walk-in clients. Monitor and works special caseloads for NCPS in employment and parenting programs.

### **SUPERVISORY RESPONSIBILITIES:**

This position has no supervisory responsibilities.

### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, the employee must be able to perform each essential duty satisfactorily. To meet the minimum qualifications for this position, the applicant must have completed an associate's degree and possess the needed upon entry Knowledge, Skills, and Abilities (KSAs). The applicant must demonstrate the needed upon entry KSAs by passing required selection tests. Reasonable accommodations may be made for individuals with disabilities.

To apply, please access the agency's website at [www.starkjfs.org](http://www.starkjfs.org). An online application can be found under the Careers link. Applicants have the ability to upload a letter of interest and current resume.

We are an equal opportunity employer that does not discriminate based upon sex, race, creed, color, age, national origin or disability. Applicants may request reasonable accommodations to participate in the interview process.

**NO PHONE CALLS WILL BE ACCEPTED**