

CHILD SUPPORT AGENT II SOCIAL SERVICES

GENERAL STATEMENT OF DUTIES

Work in this class involves the initiation, preparation and organization and enforcement of child support orders in a Child Support Enforcement (IV-D) program. An agent in this class may perform some of all of the duties of the Agent I but is primarily involved in establishment of voluntary and involuntary paternity and support, enforcement or in a generalist role. Work in this class can be distinguished from the Agent I by the in-depth investigation and preparation of cases for court, the enforcement of court support orders, and variables affecting a case and the independent role in presenting cases (with the attorney) in the courtroom.

EXAMPLES OF DUTIES PERFORMED

Intake, location, establishment voluntary / involuntary support and/or obligation, and enforces court order

Investigates and prepares cases for Attorney

Determine course of action in case, contacts witnesses, determines credibility of witnesses

Negotiates agreement with absent parent

Testifies in court as required

RECRUITMENT STANDARDS

Possess good communication skills including the ability to write legibly and accurately.

Knowledge of Child Support Programs and applicable legal procedures

Basic math skills

Ability to organize work, follows instructions, makes good decisions about cases

Proficiency in use of computers, calculator, copy machines, telephones and other office equipment.

Ability to abide by rules of confidentiality and be respectful of clients, absent parents, Magistrates, Clerk of Court, District Attorney, Sheriff, private attorneys, other court officials and coworkers.

MINIMUM EDUCATION AND EXPERIENCE

Graduation from high school and three years of experience in eligibility, investigative, judiciary or legal work that provides the knowledge, skills and abilities needed to perform the work; or an associate degree in business administration, human resources, law enforcement or closely related degree and two years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills and abilities needed to perform the work; or a four year degree and six months of on the job training; or an equivalent combination of education and experience.