



Josephine County, Oregon

Human Resources Office

Josephine County Courthouse
500 NW 6th Street Dept 11 / Grants Pass OR 97526
(541) 474-5217 / FAX (541) 474-5218 / TTY (800) 735-2900

POSITION DESCRIPTION

Job Title: Support Enforcement Specialist II
Department: District Attorney
FLSA Status: Non-Exempt
Job Code: 1445
WC Code: 8810
Effective Date: January 1, 1991
Last Revised: May 17, 2011
Pay Grade: A13
Union: AFSCME

SUMMARY

Performs a variety of activities to enforce the collection of child or spousal support payments; does related work as required. An employee in this classification is responsible for applying policies and procedures related to the collection of court ordered child or spousal support payments. Work performed by a Support Enforcement Specialist II is distinguished from a Support Enforcement Specialist I by the application of a broader range of knowledge related to legal processes, monitoring and reporting of assigned federal financial requirements, the ability to maintain statistical data and prepare detail reports. Work is performed under the general supervision of the District Attorney or designee who reviews the work for conformance to established policies and procedures as well as to State and Federal laws. General direction and oversight is provided to clerical support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Illustrative Only. Any single position in this classification will not necessarily involve all of the listed duties below and other positions will involve duties which are not listed. These duties represent the essential functions needed of persons in this classification.)

1. Prepares files and investigates new reciprocals from initiating states.
2. Interviews payer and evaluates ability to pay.
3. Explains legal aspects regarding non-payment and any further court proceedings that may be required to enforce the Court Order.
4. Negotiates with payer to enter into a Stipulated Order of Support or if no cooperation, prepares the necessary paperwork for a court hearing.
5. Prepares and files the necessary orders as directed by the Judge and mails copies to parties involved.
6. Maintains accurate records of payments and prepares correspondence regarding payments or delinquent accounts.

7. Initiates petitions to other states when requested by recipient and maintains an accurate account of payments from those states. Initiates correspondence with other states in an effort to keep the payment record up to date.
8. Prepares and files paperwork on paternity cases.
9. Conducts investigations in paternity matters when necessary to establish the rights of a child, including interviewing the mother and alleged father; takes written statements and affidavits concerning the allegations; obtains records as evidence and prepares data for presentation during the court hearing if required.
10. Prepares satisfaction and suspensions of support payments when requested. Files papers and mails copies to parties involved.
11. Maintains statistics on daily activities to prepare periodic reports.
12. Takes dictation for letters, orders, etc., when necessary.
13. Responds to inquiries regarding services available and the process and procedures.
14. Appears in court with District Attorney or Deputy District Attorney to support prepared materials and research.
15. Provides general direction and oversight to subordinate employees including assigning and reviewing work, training, and providing input regarding employee performance.
16. Reviews cases on a periodic basis and makes recommendations for adjustment within prescribed guidelines.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Requires considerable knowledge of general office management practices and procedures. Requires some knowledge of court procedures and documents; techniques of supervision. Ability to interpret, explain and apply laws and Court Orders; understand and follow verbal and written instructions; establish and maintain effective working relationships with outside agencies, other employees and the public; maintain accurate records and prepare clear and concise reports; remain calm and work successfully with individuals in hostile or stressful situations; exercise initiative and judgment in completing tasks and responsibilities; plan and supervise the work of others to meet mandatory deadlines; communicate effectively both verbally and in writing; interpret legal documents; maintain confidentiality.

EDUCATION AND EXPERIENCE

Associates degree in office administration and one year support enforcement experience or high school graduation or equivalency and three years secretarial experience directly related to support enforcement; or any satisfactory combination of experience and training which demonstrates the knowledge, skills and ability to perform the above described duties. Some experience providing training, oversight, and general direction to subordinate staff in an office environment preferred.

JOB IMPACT

Consequences of error would include exposure to litigation and public embarrassment due to noncompliance with Court Order or lack of confidentiality. Failure to accurately track and report expenses may result in negative financial impact to County.

TYPICAL PROBLEMS ENCOUNTERED

Problems encountered generally revolve around dealing with hostile and/or upset individuals.

JOB CONTACTS

This position requires close contact with County and State agencies, support enforcement agencies in other states and the public to respond to questions and assist them through the process. The incumbent is required to deal effectively with hostile and/or upset individuals.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, customers, and the general public. Ability to respond courteously and tactfully, and establish and maintain effective working relationships with other employees and officials, outside officials and agencies and the public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITIES

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables

OTHER SKILLS AND ABILITIES

The operation of standard office equipment; operating a computer to enter and retrieve data.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of or ability to obtain valid Oregon Driver's license; safe driving record.

BACKGROUND INVESTIGATION

Those employed in this position are subject to drug testing and a background investigation, including criminal background investigation. Conviction of a crime may disqualify an individual for this classification. Must pass Criminal Justice Information Systems (CJIS) security clearance.

WORK ENVIRONMENT

Work is performed in an office environment with need to deal with hostile and/or upset individuals. The position is impacted by urgent time deadlines, uncontrollable workflow, the need to make quick decisions and/or judgments, uncontrollable interruptions, need to shift attention before tasks are completed and repetitiveness.

PHYSICAL REQUIREMENTS

The physical requirements outlined are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sitting - 1/2 hour plus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Moving about work area	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Bending forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Stoop position - 1 minute plus	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Climbing stairs - 1 floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Crawling - hands & knees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Reaching overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting strength	# of pounds = 25 lbs			
<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Patient Lifting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Lifting Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Moving carts, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Carry items	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dexterity/Coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Keyboard Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Rapid-mental/hand/eye coord.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Operation of motor vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Speech, Vision & Hearing

<input type="checkbox"/>	Distinguish colors	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
<input type="checkbox"/>	Distinguish shades	Yes: <input type="checkbox"/> No: <input checked="" type="checkbox"/>
<input type="checkbox"/>	Depth perception	Describe:
<input checked="" type="checkbox"/>	Ability to hear	Normal Speech Level: Telephone & in person & recordings
<input type="checkbox"/>	Other Spec. Hearing Req.	Describe:

Exposure - Environmental Factors

<input checked="" type="checkbox"/>	Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Humidity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Wet Area/Slippery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Smoke	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Chemical Solutions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Uneven Area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ladder/Scaffold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ionization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Body Fluids	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>