

**BUTLER COUNTY COMMISSIONERS PERSONNEL OFFICE
ANNOUNCEMENT OF VACANCY**

Posting Date: 04/15/2024

Response Deadline: until filled

Agency: Child Support Enforcement Agency	Job Title: Investigator/CSR—PRE-ORDER
Classified: <input checked="" type="checkbox"/> Unclassified: <input type="checkbox"/>	Bargaining Unit: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Overtime Exempt: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Salary: \$17.85 per hour
Work Location: 315 High St, Hamilton, OH 45011	Hours of Work: 8:00am- 4:30pm M-F

ESSENTIAL FUNCTIONS:

- 1) Prompt and regular attendance.
- 2) In accordance with all applicable rules, regulations, and other requirements, take all appropriate action necessary to locate individuals to establish paternity and/or support obligations, enforce and modify existing support obligations in local, intrastate and interstate cases all the while meeting all mandated time frames for completion. Investigate for purpose of establishing paternity, support orders, and/or enforcing support by contacting debtor by phone or written communication.
- 3) Interview and correspond with agency clients and other individuals to obtain information necessary for the execution of assigned duties. Obtain pertinent information to locate individuals subject to the enforcement, establishment, or modification of paternity and support obligations. Prepare accurate findings, notices and other reports concerning the outcome of these investigations for dissemination to courts, obligors, obligees or others as appropriate.
- 4) Receive and respond to consumer inquiries, requests for information, and complaints both written and verbal, regarding CSEA activities. Answer such inquiries by investigating the status of child support cases and report and/or correspond with child support consumers. Take appropriate action to answer inquiries, provide information requested, and to resolve complaints from the general public either in person, via telephone, or in written communication form.
- 5) Respond to all types of inquiries regarding location and enforcement efforts from custodial parents, absent parents, the general public, other child support agencies or entities, and other individuals and organizations. Provide accurate and complete information in a logical, understandable, and grammatically correct manner.
- 6) Utilize agency resources, state resources, federal resources and other resources to obtain and verify accurate and current information regarding the place of residence, source of income, assets and other relevant information concerning the absent parent.
- 7) Regularly review and develop a comprehensive knowledge of CSEA procedures and practices, the ODJFS Child Support Enforcement Manual and other applicable state and federal statutes and regulations related to, but not limited to, assigned duties. Ensure that all assigned manuals are complete and up-to-date at all times.
- 8) Utilize the agency's computer system to enter complete and accurate information regarding both case demographics (names, address, dates of birth, etc.) and case work. Extract and accurately interpret information regarding both case demographics and case work. Update information and maintain statistical data regarding case work and case demographics as necessary.
- 9) Work with CSEA staff and related agencies, offices, courts, and other organizations in a respectful, cooperative and efficient manner in order to provide a high level of service to the agency's clients.
- 10) Attend and participate in all mandatory meetings, training sessions, or classes; preserve and protect the confidential nature of any information maintained by the agency.

REQUIRED QUALIFICATIONS:

A Bachelor's degree, preferably in law enforcement, criminal justice or related field; or Associates Degree in law enforcement, criminal justice, paralegal studies, criminal justice, law enforcement or related field plus one year of relevant work experience; or a high school diploma or GED plus three years relevant work experience in a human services, child support enforcement, law enforcement agency or related field during which time the

candidate has consistently demonstrated above average performance while strongly exhibiting the skills, aptitude and knowledge necessary to perform the job duties of this position; and ability to answer routine inquiries from the public and other CSEA staff in a polite and professional manner. Training will be coordinated by unit supervisor and/or assistant supervisor.

SELECTION PROCEDURE: Resumes and Interviews

SUBMIT COVER LETTER AND RESUME TO: resumes@bcOhio.gov (indicate job title in subject line)

BUTLER COUNTY WILL CONSIDER INTERNAL APPLICANTS PRIOR TO EXTERNAL APPLICANTS

Pursuant to the Americans with Disability Act of 1993, Butler County will consider all qualified applicants for employment, including persons with disabilities. The applicant must be able to perform the essential functions of this job with or without reasonable accommodation. Upon the request of any qualified applicant, this office will evaluate any reasonable accommodation that may be needed to enable a disabled person to participate in the application process or perform these essential duties.

AN EQUAL OPPORTUNITY EMPLOYER