CLASSIFICATION NO. 762
Established: 8/94
Revised: 7/96, 10/15
FLSA: Non-Exempt
EEO: 5

CHILD SUPPORT ENFORCEMENT AGENT 1

CLASS CHARACTERISTICS

Under general supervision, to perform non-attorney administrative and judicial processing of child support cases; to secure current child support payments and repayments of amounts due; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The District Attorney's Office prosecutes crimes committed in Clackamas County and provides legal and support services to ensure expedient criminal prosecutions, child support enforcement and assistance to crime victims.

The Child Support Enforcement Agent series provides specialized assistance to Deputy District Attorneys in establishing paternity, child support and medical support court orders and by monitoring, enforcing and modifying these orders to collect continuing child support payments. The incumbents determine and initiate appropriate administrative and judicial processes in compliance with statutes, rules, policies and timelines.

The Child Support Enforcement Agent 1 differs from the Child Support Enforcement Agent 2, which is also responsible for monitoring cases for probation compliance.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Establishes or modifies child support orders using Administrative Rules and guidelines; reviews case information; interviews custodial and non-custodial parents; establishes paternity as necessary; identifies parties' wages and assets; presents testimony at administrative hearings to establish, enforce or modify child support orders.

2. Reviews cases with existing child support court orders for non-custodial parent's compliance; contacts obligors who have failed to make payments; negotiates payment of arrears with obligors and/or their attorneys; initiates action to modify child support court orders as appropriate.

3. Pursues legal support enforcement actions; initiates action to collect money through garnishment of wages and assets, unemployment compensation, income tax refunds and liens placed against property; initiates contempt of court orders, financial disclosure examinations and other legal remedies to collect child support; serves civil papers as necessary.

4. Investigates and responds to case inquiries and complaints received in person, by telephone or letter; explains rules, laws and procedures for processing child support cases; communicates status of case, reasons for initiated actions and case history; clarifies amounts of garnishment, tax refund retained and arrearages; audits payment accounting entries and investigates discrepancies; refers discrepancies to appropriate agency for adjustment; initiates legal action to terminate child support orders, satisfy arrearages or review judgments; conducts efforts to locate alleged father or obligor.

5. Conducts administrative, attorney and non-attorney represented, court ordered financial disclosure examinations; determines obligor's wages, assets and ability to pay; negotiates equitable payment, agreement or stipulation.

6. May assist with case preparation for court hearings or trials; prepares case history explanations; locates evidence and witnesses for contested paternity cases.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Federal and State statutes, rules, guidelines, policies, procedures and processes regarding child support and enforcement; interview and negotiation techniques; math, including percentages; office procedures, practices and equipment; English grammar, spelling and punctuation; basic collection techniques.

Skill to: Communicate effectively, both orally and in writing; research, interpret and apply laws, policies and procedures related to child support; explain legal principles quickly and simply; interview and negotiate with people from various socioeconomic backgrounds who may be uncooperative, hostile and/or emotionally distressed; obtain facts and initiate appropriate administrative or judicial legal actions to collect child support; resolve discrepancies and provide case information; collect and organize data in a narrative format; perform arithmetic calculations to compute payments of support or arrearages and determine total assets; review case file to ensure inclusion of required and appropriate supporting documents and affidavits; operate general office equipment and computer terminal; establish and maintain effective working relationships with custodial and non-custodial parents, obligors' attorneys, medical laboratories and public and private agencies related to child services and support enforcement.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of one (1) year of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:
The following licensure/certifications are required at the time of hire.

- Some positions require LEDS Certification.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass an extensive background investigation including national fingerprint records check.

Must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

PRE-EMPLOYMENT REQUIREMENTS

Possession of or ability to obtain Notary Public Certification within six months of hire.