

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: JULY 1, 2016
CLOSING DATE: JULY 8, 2016

DEPARTMENT: County Attorney – Child Support Division

POSITION: Child Support Case Manager

LOCATION: Globe

JOB CODE: 16-057

ANNUAL SALARY: \$33,344-\$35,845 DOE

PURPOSE OF THE JOB

The purpose of this position is to manage child support cases. This position performs payment calculations, logs case data, creates reports, conducts reviews and responds to inquiries regarding debts.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
• Makes calculations utilizing payment histories from other States/Countries, including multiple orders, overlapping orders, and jurisdictional issues. Analyzes case data.	50%
• Inputs and accesses case data to monitor debts and payments on child support cases.	20%
• Creates suspense report and allocates payments.	10%
• Reviews case minute entries and attorney notes for required action, calculates and researches arrearages and compares orders to determine proportionate share of arrearages.	10%
• Responds to questions regarding child support debts.	10%
• Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position provides research support on County-wide level budget.

PROJECT RESPONSIBILITIES

Provides project research and clerical support on process improvement projects.

ORAL COMMUNICATION DUTIES

This position explains County procedures or processes and participates in meetings.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents, internal memos and emails.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, customers, the general public, vendors, regulatory bodies, and other groups and/or individuals and Institutions over the telephone, by email, and/or in person.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Always (More than 85% in a year)

MINIMUM EDUCATION REQUIRED

Associate's Degree in Social Services or related field or equivalent combination of education, training and experience.

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

Three (3) years child support case work or social service or legal experience, including experience with personal computer and office software applications experience; or equivalent combination of education, training and experience.

Continued on page 2.....

PROFESSIONAL CREDENTIALS REQUIRED

None

KNOWLEDGE REQUIRED

Clerical, mathematics, accounting and accounts payable.

SKILLS REQUIRED

Active listening, critical thinking, reading, customer service, negotiating, problem solving, multi-tasking, typing and data entry.

ABILITIES REQUIRED

Recognize problems, make sense of multiple data, make sense of multiple information, maintain calm demeanor in stressful situations and follow orders.

PHYSICAL DEMANDS

- Occasionally stands to attend to customers.
- Constantly sits to complete report, operate computers, operate special equipment, complete a program and to attend to other duties; rarely sits to attend to reception areas.
- Routinely lifts under 10 lbs. and up to 25 lbs.
- Constantly requires dexterity for keyboard operation; rarely requires dexterity for special gadgets and for special machines.
- Incumbents in this position may be required to rarely intervene, crawl, kneel, twist; routinely walk to and from work sites; constantly bend and stoop.

WORK ENVIRONMENT

Incumbents in this position generally works in an office environment. Incumbents in this position may spend time in lobby environment and in automobile.

SAFETY RISK EXPOSURE

Incumbents in this position on rare occasions may become exposed to occasional telephone verbal abuse by customers or citizens and physical danger.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can cause inconveniences to other employees, and/or delays in related work areas. Delays in services are possible.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.