

## **CHILD SUPPORT ENFORCEMENT AGENT**

### **DEFINITION OF WORK**

Within the Child Support Enforcement Department, employees manage a large assigned caseload to determine actions needed to establish voluntary and involuntary paternity and child support. Employees determine jurisdiction of the case, enforcement of orders, and modification of existing child support orders. Agents may be assigned to an establishment, enforcement, or interstate unit. Work involves gathering evidence, preparing legal documents, filing motions, calculating arrears, determining appropriate course of action, and assisting department attorney in the courtroom. While performed independently, work is subject to review by a Child Support Enforcement Agent position designated as lead agent or a Child Support Enforcement Supervisor. Employees confer with lead agents and supervisors on complex issues, policy problems, and novel situations.

### **EXAMPLES OF WORK**

Employees set priorities and determine which cases require immediate action and meet all State and federal time frames; utilize automated and manual resources in an attempt to locate the non-custodial parent; seek to establish paternity by conducting interviews; explain court procedures and DNA testing; oversee the collection and processing of DNA samples. Work involves the coordination of appointments and monitoring of billing to ensure proper debiting and crediting of the child support payments. Employees prepare cases for attorneys' court presentations to include preparation of summaries, subpoenas, and other required evidence. Agents explain and discuss voluntary support agreements; utilize child support guidelines to determine support amounts; and verify income and medical insurance availability. Work may involve processing of civil complaints for support, out of State action, or assistance from another agency in another jurisdiction. Employees determine whether paternity, support, or enforcement cases should become interstate cases; monitor the terms of court orders through automated system; identify cases in delinquency status and determine appropriate enforcement action; and update automated system on the financial terms of court order modifications. In lead role, agent may perform research and process program reports and/or assist and advise other agents in orientation and training, court preparation, and casework review. Employees perform related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from a four-year college or university and one year of work experience in the areas of child support, investigations, legal, or finance that provide the knowledge, skills, and abilities to perform the work; or an Associate's degree in business administration, human resources, paralegal, accounting or a closely related degree and three years of the above referenced experience; or graduation from high school and five years of the above referenced experience; or an equivalent combination of education and experience.

#### **Knowledge, Skills, and Abilities:**

In-depth knowledge of the federal and State Child Support Enforcement Program, the Automated Collection and Tracking System (ACTS), State jurisdiction requirements, paternity requirements, DNA testing systems, interstate laws; applicable legal and civil court procedures, judicial operations, and office management practices and procedures; skill in interviewing, investigating, and analyzing case variables; ability to organize and summarize case information; ability to analyze and interpret

program and department rules, regulations, and procedures; ability to represent program in written form and to develop and effectively communicate with others.

### **SPECIAL REQUIREMENTS**

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

### **ADA REQUIREMENTS**

Employees work in an office setting.

### **PHYSICAL REQUIREMENTS**

Must have ability to exert very moderate physical effort in light work typically involving some combination of stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push and/or pull objects and materials of moderate weight up to 25 pounds.

Must have visual perception and ability to discriminate colors.

Must be able to perceive and discriminate odors/sounds.

Must be able to perform coordinated movements.