

**Washington County
Job Description**

JOB TITLE: Child Support Administrator

Exempt: (Y/N):

DEPARTMENT: Circuit Clerk

DATE REVISED: September 2011

SUPERVISOR: Chief Deputy Circuit Clerk

SUMMARY:

Under the direction of the Circuit Clerk, The Child Support Administrator is responsible for the proper accounting and disbursement of monies received for court ordered child support payments and insure that all files and records are maintained accurately. All records and maintenance functions should be performed efficiently and in an accurate, timely, and professional manner. The Circuit Clerk's Office collects in excess of \$6 million (\$6,000,000.00) annually; therefore accurate records are of vital importance. Performs other duties as necessary to insure the smooth operation of the office. Ensure that each situation is handled according to County policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES including the following: Other duties may be assigned.

1. Provide supervision and oversees the work of the Child Support Department in the Circuit Clerk's office.
2. Maintain records of child support payments received, confidential sheets, enter data into the computer, change addresses when necessary and forward checks received to the proper recipients.
3. Ensure that all child support payment records are entered and maintained accurately, efficiently and timely for the payment of child support.
4. Answer requests for copies of child support documents, inform the appropriate authorities of non-payment or back payment, and provide assistance to individuals inquiring about child support procedures.
5. Ensure the absent parent is indeed delinquent in child support payments before referring the client to Child Support Enforcement in Little Rock.
6. Ensure that the child support payments is immediately forwarded to the custodial parent or guardian for the well-being of the child.
7. Determine the amount in arrears for child support payments and prepare necessary paperwork.
8. Document the preliminary information required by the Court and testify in Circuit Court on child support matters.
9. Provide input for equipment/software needs for the department based upon productivity and growth requirements.
10. Prepare necessary information for use by the court.

11. Conduct liaison activities in a professional manner to ensure maximum cooperation between and among the court, the public, and other agencies.
12. Insure that all duties assigned are performed in an efficient and responsible manner to office policy and procedures.
13. Do mail out for yearly billing of processing fees to non-custodial parents. Collect past due Fees from non-custodial parents.
14. Assist as backup for Bookkeeper-Criminal/Juvenile Court Clerk. Be able to look up cost, input new collections in computer.
15. Answer in-coming phone line for Child Support information.
16. Answer in-coming phone line for Bookkeeper-Criminal/Juvenile Court Clerk.
17. Scan Pay records and confidential sheets on a daily basis. Determine what documents need to be scanned and what documents need to be filed in case files.
18. Certify Orders and Pay records for Arkansas Child Support Enforcement Agency, out of state agencies, Court, attorneys, etc.

QUALIFICATIONS REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EXPERIENCE-GENERAL:

The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills. The incumbent must have working knowledge of general office machines such as computer, copiers, Fax, printer, etc.

EXPERIENCE- MANAGEMENT:

None

EDUCATION:

The incumbent must have a minimum of high school diploma or general education degree (GED) with some emphasis in accounting. Excellent written and verbal communication skills are needed as well as understanding of legal terminology and judicial proceedings.

INITIATIVE & INGENUITY:

This individual must be a self-starter and proceed without supervision in order to keep up with the volume of documents filed on a daily basis. The incumbent must be capable of making decisions on proper indexing without direction from others. They must be able to think quickly and effectually to research information for the customer.

MENTAL DEMAND:

Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice.

ANALYTICAL ABILITY/PROBLEM SOLVING:

The individual requires continuous attention to details. They must have the ability to second-guess and problem solve with little information or wrong information. They must have the ability to use common sense in order to carry out written, oral or diagrammed instructions and the ability to deal with problems involved in a situation of a routine nature.

RESPONSIBILITY FOR WORK OF OTHERS:

None

RESPONSIBILITY FOR FUNDS:

Money (\$6,000,000.00) annually passes through the incumbent's hands on a daily basis. It is their responsible to accurately collect and receipt filing fees and payments of fines.

RESPONSIBILITY FOR ACCURACY:

The individual in this position must possess above average computer skills and above average accuracy in data entry. The data input affects decisions made in the court system. There must be an accuracy paper trail of all monies collected.

ACCOUNTABILITIES:

The incumbent must account for all monies collected and are accountable to the State auditors. They must keep payments for Court, plaintiffs, defendants and prosecuting attorneys current.

CONTACTS WITH PUBLIC:

Deputy Clerks' have contact with the public constantly. In this capacity, their daily job as office clerk or by way of telephone, it is mandatory to be courteous, understanding and helpful. They must have the ability to effectively communicate information and respond to questions in person-to-person and small group situations with customer, clients, and general public.

CONTACTS WITH EMPLOYEES:

The incumbents must have a high degree of camaraderie to work together daily. They must be able to get along with their fellow employees and cover for each other.

MACHINE-COMPUTER OPERATIONS:

The incumbent should possess good typing, strong computer skills. The incumbent must have working knowledge of general office machines such as computer, copiers, Fax, printer, etc. They must have a high degree of knowledge of adding machines and calculators

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL DEMAND:

The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects; and talk or hear. The employee frequently is required to walk, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or stand.

The employee must regularly lift and/or move up to 10 pounds.