



POSITION: Child Support Agent II

DEPARTMENT: Social Services

Grade: 25

Starting Salary: \$36,677.16

Position Number: 5300112

Posted: March 1, 2024

Closing Date: Until filled

General Definition or Description of Work

This position is responsible for providing services to public assistance, non-public assistance, and Medicaid clients Custodial Parents (CP) in locating non-custodial parents (NCP), establishing paternity through the collection of DNA samples, establishing a child support order to include provision of health insurance, and modifying and enforcing established child support orders. This position also appears in court to represent the agency in Child Support enforcement matters.

Qualification Requirements

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

Essential Functions

The agent in this position reviews reports and court records to identify those cases in which the absent parent has failed to comply with the court order to pay Child Support. Using available online computer research and other investigative tools, the agent investigates to determine the current income and location of the non-custodial parent. If it is determined that the parent has current income from employment or unemployment, the agent uses available resources to calculate the amount of child support which could be withheld from income to withhold to pay the current support obligation and amount toward any accrued arrearages. The employer/payer and absent parent are notified of the requirements to withhold from wages to pay child support and the agent invokes wage withholdings in accordance with the court order. If an absent parent's source of income changes, the agent enters the new income into ACTS and generate any appropriate orders to enforce compliance.

1. If the income withholding cannot be used as an enforcement effort, then the agent must determine other methods to enforce the support order. The first step is to determine the absent parents valid address. If a valid address is obtained, the agent prepares legal notices and files them with the clerk of court, then serves the summons to appear in court to show cause as to why support has not been paid as ordered. The agent, working with the agency contracted attorney appears in court and may testify as to the parent's failure to comply with the previous court ruling. Payment default is discussed with each defendant and how the parent may purge himself of contempt prior to the start of court. The agent is then required to complete the appropriate actions to carry out the ruling of the court.

2. If the agent is unable to locate the absent parent, the case is referred to the State Parent Location Service to access other sources. Through this process, national avenues are investigated in an attempt to locate the absent parent. Also, if the deputy returns the legal summonses, as he/she is unable to locate the defendant, the agent must re-evaluate the case, and determine additional location efforts prior to re-serving the defendant.
3. In the event an absent parent contests the accuracy of the arrearage information, the agent is to resolve the issue. This may include negotiations with the parent, re-verification of income and resources or researching past payment information. The agent may have to re-issue all legal paper and may have to completely investigate the case again. Absent parents may also request a Tax Intercept hearing. When this happens, the agent completes the Request for Hearing form and forwards this to the DSS Hearings and Appeal Section. The agent must compile necessary information and documentation and represents the agency at these administrative Tax Intercept hearings.
4. The agent coordinates with IV-A and IV-D agencies of other local counties, courts, and law enforcement agencies in order to effectively accomplish their purpose. The agent completes ACTS based forms to notify the State IV-D office of a request for collection services to begin and any subsequent required changes. Also, the agent continuously explains distribution time standards for processing and distributing child support collections received by the state to clients and absent parents. All cases must be entered into the case record the agent completes and narrative running record of all contacts with the client and absent parent and all other case activity. The agent participates in staff development through scheduled unit and staff meetings. Regional and State meeting may be scheduled periodically.
5. Agent does all of the above in addition to working closely with other states in notifying them of any and all actions taken in a case. These Interstate cases are time intensive and require the sending of notifications, locate and contact Clerks of Court, Child Support case managers, other state's Central Registry and Register of Deeds. These cases are very complicated as they can sometimes involve 3 or 4 states for one case and decisions must be made as to which state has continuing exclusive jurisdiction (CEJ) and the appropriate action necessary.
6. Other duties as assigned such as participation in the shelter management team

Knowledge, Skills and Abilities

Thorough knowledge of the Child Support Enforcement Program and applicable legal procedures; considerable ability to interview clients, absent parents and related sources, and to investigate cases; considerable ability to organize, analyze, and summarize case information; basic math skills; ability to establish and maintain effective working relationships with clients and absent parents, location resources, offices of the Clerk of Court, Magistrates, District Attorney, Sheriff, other court officials, and private attorneys.

Education and Experience

High school diploma or GED with 3 years of experience in eligibility, investigative, judiciary, or legal work that provides knowledge, skills and abilities needed to perform

the work; or, an associate's degree in business administration, human resources, law enforcement or closely related degree and two years of experience in eligibility, investigative , judiciary , or legal work that provides knowledge, skills and abilities needed to perform the work; or, Graduation from a four-year college or university with a BS Degree in Business Administration, Human Resources, Law Enforcement, or closely related degree with 0.5 years of experience in eligibility, investigative, judiciary, or legal work that provides knowledge, skills and abilities needed to perform the work; or, an equivalent combination of education and experience.

Special Requirements (from job description):

A valid driver's license is required.

Notes/Comments (if applicable):

Per North Carolina General Statute 143B-935.1 all Child Support Enforcement staff must pass a NCDHHS Criminal Background check to be eligible for employment.

HOW TO APPLY:

Applicants must register Online or in person with NCWorks. A State application (PD-107) is required and may be obtained at and submitted to the NC Works Career Center
23 Macon Avenue
Franklin, N.C.

Mail to:

5 West Main Street
Franklin, NC 28734

and must be submitted on or before the closing date. Online applications are not available. Please include 3 references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER

All prospective employees are subject to a criminal background check