



JOB ANNOUNCEMENT

**Child Support Specialist
Family Support Division, Phelps County/Rolla
November 5, 2018**

The Family Support Division is seeking applications for a Child Support Specialist position within the Phelps County/Rolla Child Support Unit located at 1111 Kingshighway, STE D, Rolla, MO.

JOB DUTIES: This position will perform the following duties, but not limited to;

- Investigate non-support inquiries, prepare cases, interview custodial and non-custodial parents, and locate non-custodial parents;
- Initiate legal mandates for child support where none exists. Receive and process referrals for location of non-custodial parents in non-support claims, using investigative techniques and a range of state, federal and other resources; pursue new leads as the case develops;
- Interview non-custodial parent in order to provide information and advice concerning program policy, procedures and guidelines as they relate to child support obligations, collection and distribution;
- Initiate legal action and/or genetic testing to determine and/or establish paternity. Use administrative process and/or legal referral for the establishment of child support and/or medical support orders.
- Evaluate non-custodial parent's income and expenses to compute the child support obligation amount. Initiate enforcement action on non-paying child support cases by making phone calls to non-paying parents, filing orders and issuing income withholding orders, filing liens of various types, and filing prosecuting attorney and interstate referrals;
- Perform central registry location services for child support cases under the auspices of the Missouri child support program. Calculate and determine arrearage on child support cases; monitor payments, request for refunds and release payments as appropriate;
- Review and seek case modifications, as required; prepare evidence packets for legal proceedings with the circuit court and file administrative judgments with the circuit clerk. Initiate and receive telephone and written inquiries from custodial and non-custodial parents, attorneys and/or employers regarding the child support program and/or specific case situations;
- Schedule and participate in administrative hearings conducted by the Division of Legal Services. Negotiate and prepare repayment agreements with public assistance clients when fraud or theft has occurred;
- Review and verify Internal Revenue Service and State tax intercept listings, assist in coordinating and processing intercept actions, advise clients about the provisions of the Internal Revenue Service and Missouri Tax Intercept programs, prepare and process refund, and redistribute and release child support collection requests as appropriate.

Forward all undeliverable child support collections to the Division of Unclaimed Property as appropriate; and

- Serve as liaison with other public and private entities in the course of intercepting benefits, withholding of assets or the suspension of various licenses (such as hunting, driver's or professional licenses) to enforce child support obligations or collect past-due child support.

QUALIFICATIONS: Four or more years of clerical experience (e.g., General Office Assistant, Office Support Assistant, etc.) in income maintenance or child support activities with the Missouri Department of Social Services.

OR

A Bachelor's degree from an accredited college or university.

(Qualifying experience as described below may substitute year-for-year for deficiencies in the required education.)

OR

Four or more years of experience in areas requiring extensive customer interaction which includes working with, or management of, business or employee financial records, sales, marketing, management, direct consumer or public contact, and/or customer service functions; and possession of a high school diploma or GED certificate.

SALARY RANGE: \$1,232.50 to \$1,716.00 semi-monthly

TO APPLY: Individuals who meet the required qualifications as specified above and are interested in this position must fill out the <https://dss.mo.gov/hrc/pdf/mo886-1315.pdf>, resume and any applicable transcripts by email or fax to Jonni Clark at (573) 751-4723 or Jonni.Clark@dss.mo.gov. When emailing your application to Ms. Clark; please specify which position and county you are applying for.

RECRUITMENT AREA: Accepting applications from all qualified applicants.

APPLICATION DEADLINE: November 20th, 2018 at 5:00 p.m.

Applications will be subject to review prior to scheduling interviews.

DSS IS AN EQUAL OPPORTUNITY EMPLOYER