

**POSITION VACANCY ANNOUNCEMENT**

**CLEVELAND COUNTY GOVERNMENT**

**It’s a great time to be a Cleveland County Employee. We offer *competitive wages*, *exceptional benefits* and *work that matters*!**

**Full Time Employee Benefits Include:**

* Health Plan with $0 Employee only Premium
* HSA Dollars up to $1,100
* Direct Dental Reimbursement Plan
* Employee Wellness Center
* Health Department Pharmacy
* Local Government Retirement Plan
* 5% 401-K/457 Retirement Plan
* Vacation, Sick, Comp & Petty Leave
* Holiday Pay
* YMCA Membership Discounts
* Wellness Programs
* Tuition Reimbursement
* Optional Supplemental Benefits

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**Child Support Lead Agent**

**With**

**Cleveland County Department of Social Services**

**GRADE:12**

**COMPENSATION/GRADE: $20.52/hr.-$32.83/hr. Position#011.512.1293**

**CLOSING DATE: Jan.26, 2022**

**JOB DESCRIPTION:**

The primary purpose of this position involves assisting the Child Support Supervisors and Program Manager in directing the work of the Child Support unit and implementing policies of the program and the agency. Work is performed and supervised under the Child Support Supervisor I. Regular office hours are from 8:00 a.m. until 5:00 p.m., Monday through Friday.

**ESSENTIAL FUNCTIONS:**

Develops and provides training to all new child support staff and ongoing training to existing staff.

Performs quality assurance reviews for 100% of work completed by new staff and a percentage of work completed by all other staff.

Completes establishment and/or enforcement duties related to Foster Care cases.

Responsible for review and adjustments for enforcement cases and will contact non-custodial parents who have been served for voluntary establishment procedures.

Complete work for vacant caseloads and will monitor and complete special repots as assigned.

Attends court as needed.

**KNOWLEDGE, SKILLS AN D ABILITIES:**

Considerable 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.

**EXPERIENCE & EDUCATION:**

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, frequently requires repetitive motions, and occasionally requires standing, walking and reaching with hands and

arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information

at normal spoken word levels, work requires operating machines and observing general surroundings and activities; work is generally in a quiet location (e.g. library, private offices).

**HYSICAL REQUIREMENTS:**

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, frequently requires repetitive motions, and occasionally requires standing, walking and reaching with hands and

arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information

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**SPECIAL REQUIREMENTS:**

None

By General Statue 166A-19.3, Departments of Health and Human Services are agencies that are a part of the State Emergency Response Team for occurrences or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural or man-made accidental, military, paramilitary, terrorism, weather-related, public health, explosion-related, riot-related cause, or technological failure or accident, including, but not limited to, a cyber incident, an explosion, a transportation accident, a radiological accident, or a chemical or other hazardous material incident. In the event that the State Emergency Response Team is activated, this position will be required to participate if deemed necessary.

**APPLICATION PROCESS:**

All applicants must submit a completed County Application by the closing date to

[www.clevelandcounty.com](http://www.clevelandcounty.com).

**SELECTION PROCESS:**

Selection will be by structured interview. Applications will be reviewed to select the most qualified applicants for admission to the interview.

**Allison Mauney, H.R. Director**  **Telephone 704-484-4833**

**This publication lists positions for which applications are currently being accepted. Applications may be obtained at the Human Resources Office or the local Employment Security Commission. Applications are accepted Monday through Friday from 8:00 am to 5:00 pm (except holidays). Applications received after the closing date will NOT be accepted. As a condition of employment, individuals hired by the County are required to present proof of identity and legal eligibility to work in the United States before they can begin work. To ensure the County’s commitment to serve its citizens as efficiently as possible, the County will require, as part of the pre-employment screening into all full and part time positions and PRIOR to an official offer being made for employment, a drug test to provide a drug-free environment in which to work, a criminal history check, and a driver’s license check, if applicable. Cleveland County does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. Cleveland County is an Equal Opportunity Employer.**

**Human Resources**

P.O. Box 1210 • SHELBY, NC 28151

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