**Position**: Child Support Agent II

**Position Status**: Full-Time

**Department**: Social Services

**Salary Range**: $33,130.70 - $46,812.81

**Opening Date**:February 1, 2022

**Closing Date**:February 15, 2022

**Position Description**:

An employee in this class is responsible for in-depth investigation and preparation of cases for court, the enforcement of court support orders, variables affecting a case, and the independent role in presenting cases (with the attorney) in the courtroom. The work will involve the location of absent parents; determining through affidavits, DNA testing, the paternity of an absent parent; and establishing a child support obligation either by voluntary means or court action. Employees are required to be flexible, patient, kind and courteous, and able to multi-task easily. Precision and accuracy are required in all aspects of this position. The agent must be consistent and make decisions that are appropriate. Work is performed under the direct supervision of the Child Support Supervisor I.

**Responsibilities**:

* Ensures that case files that are docketed for court are prepared for the court hearing by reviewing the appropriate documents and case information within established timeframes.
* Calculates arrearages and other financial adjustments.
* Prepares cases and the necessary legal and/or administrative documents for review and approval by attorney and/or supervisor.
* Accesses system data, including state systems that provide information on employment, birth verification, social security information system, electronic parent locator network, and appropriate internet resources to obtain relevant case information.
* Files legal pleadings, orders, and other legal documents with the clerk of court. Enters docket numbers and court dates into the state computer system.
* Attends court with the attorney and actively assists in case resolution at court. Enters court dispositions into the state system.
* Records in the automated and/or hardy copy case file all necessary information related to the enforcement of a child support obligation.
* Completes attorney-directed court follow-ups such as discovery, subpoenas, and motions within required time frames.
* Reviews cases for the establishment of paternity, child support, and medical insurance.
* Schedules interviews with the client and non-custodial parents to obtain information.
* Compiles data for the purposes of calculating worksheets for child support orders.
* Issues civil actions to establish child support obligations.
* Prepares establishment cases for court hearings.
* Attends court with the attorney and actively assists in case resolution at court. Enters court dispositions and orders into the state system.
* Evaluates each case and the children in the case for appropriate paternity establishment for those born out of wedlock or those born to a marriage when the legal father is not the biological father.
* Orders birth certificates and affidavits of parentage.
* Issues civil actions against putative fathers who do not cooperate with the child support office in establishing paternity.
* Sends employment letters and postmaster letters for location information. Accesses system data, including state systems that provide information on employment, social security information system, electronic parent locator network, and appropriate internet resources to obtain relevant case information.

**Qualifications**:

* A four year degree and six months experience in eligibility, investigative, judiciary, or legal work that provides knowledge’s, 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’s, skills and abilities needed to perform the work; or
* Graduation from high school and three years of experience in eligibility, investigative, judiciary, or legal work that provides knowledge’s, skills and abilities needed to perform the work; or
* An equivalent combination of education and experience.

Applications may be filed online at [www.alexandercountync.gov](http://www.alexandercountync.gov) or by mail to

Alexander County Human Resources, 621 Liledoun Road, Taylorsville, NC 28681.