



Child Support Supervisor

Position # 630042

Pay Grade: 69

Hiring Salary Range: \$42,985-64,478

+ Child Support Supervisor

Supervised by Assistant Director

+ Essential Job Functions

Child Support Supervisor functions include staff orientation and training, assigning work, and advising staff on problems in the establishment of voluntary and involuntary support and /or obligation and enforcement of court orders. Employee will coordinate with the Regional IV-D Consultant, staying abreast of program and applicable legal changes and modifying the program to fit these changes, and working closely with the attorney. Employee will train and advise staff on problems and methods of : the investigation and preparation of cases (for the attorney) and determining the course of action, tracking witnesses and preparing them for testimony, assisting the attorney in the courtroom in presenting the case and reviewing evidence, negotiating agreement with the absent parent, and testifying in court as required, monitoring court-ordered payments and determining what action to take when the absent parent is in arrearages negotiate out of court, take to court, wage garnishments. Employee is required to be able to establish, adjust, and modify work procedures according to program and legal standards. Employee is required to have thorough knowledge of the Child Support Enforcement Program and procedures, applicable legal procedures, and general knowledge of office management policies, practices and procedures. Employee will function independently in all areas. This position is a combination of child support supervision and direct provision of child support services. This position will be responsible for the on-going evaluation of staff, including recommending disciplinary actions and developing corrective action plans and conduct annual performance appraisals. The supervisor will be responsible for holding individual and group conference to review casework; maintaining cooperative relationships with Public and Private entities; interviewing potential job applicants in concert with higher level management. Other duties as assigned.

+ Education and Experience

- Graduation from high school plus four and one half years of experience in investigative, judiciary, eligibility, attorney's office or related work which provides the knowledge, skills and abilities needed to perform the work, including one year of IV-D experience; or four year degree plus one and one half years of experience in the Child Support Enforcement Program; or Associate of Arts Degree in business, human resources, law enforcement or closely related field and two and one half years of experience in investigative, judiciary, eligibility, attorney's office or related work, including one year of IV-D experience.
- Employee must be knowledgeable of the Child Support Enforcement manual, state guidelines, office procedural guidelines, N.C. General Statutes, courtroom procedures, and other reference manuals.
- Able to communicate effectively with people of varying backgrounds, and establish effective working relationships with supervisors, the public, as well as other employees.
- Able to work independently, prioritize tasks, organize work and ensure deadlines are met.

- Basic Supervisor/Management Skills –Must be able to be assess information and make independent decisions on assigned program areas. Must be a positive team player and have the ability to instruct, organize, direct work, multi-task and supervise lower level employees. Must be able to empower their staff to make decisions.
- Considerable knowledge of office software and technology to include spreadsheets, data bases, financial applications and word processing.
- Ability to operate office machines such as a computer, copier, FAX, and scanner.
- Ability to record information, balance figures, and arrange/place records, reports and files into proper sequence.
- Must be able to navigate in ACTS

+ Working Conditions

Working Conditions	Details
Hours of work	Generally, Monday-Friday 8am-5pm
Workplace Requirements	Physical Requirements – able to sit for extended periods of time, viewing a computer monitor/using a keyboard and mouse, walking, standing, bending, stooping and occasionally lifting up to 25 pounds.

+ Special Notes Concerning This Position

- A background check, drug screen and motor vehicle report will be required prior to hire.
- The duties of this position may also include assistance with sheltering operations and working medical counter measure events during natural disasters and public health emergencies.
- ICS Trainings (100, 200, 700 and 800) and shelter training must be completed within 90 days.

Yadkin County Government is an equal opportunity employer that adheres to ADA guidelines. We do not discriminate based on race, color, national origin, sex, religion, age, or disability with regards to employment or services provided. Yadkin County Government is a participant in E-Verify.