

**POSITION DESCRIPTION
COUNTY OF PERRY, INDIANA**

POSITION: Administrative Assistant
DEPARTMENT: IV-D Child Support
WORK SCHEDULE: 8am-4pm M-F
JOB CATEGORY: COMOT (Computer, Office Machine Operation, Technician)

DATE WRITTEN: December 2008
DATE REVISED: June 2021

STATUS: Full-time
FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Perry County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Administrative Assistant for the IV-D/Child Support Division of the Perry County Prosecutor's Office, responsible for ensuring proper preparation, establishment, and enforcement of child support orders and providing clerical support to Department personnel.

DUTIES:

Operates Indiana State Enforcement Tracking System (ISETS), entering, tracking and updating case management and financial data. Reviews, assesses, and performs necessary duties that arise from individual daily work lists on ISETS.

May meet with custodial and/or non-custodial parents to assist in the establishment of child support orders. Reviews orders and calculates child support arrearages, reviewing files for errors and updating cases in ISETS. Mails delinquency notices, issues and monitors income withholding orders, and completes necessary enforcement actions.

Mediates agreements between custodial and non-custodial parents to assist in modifications and establishments of child support and medical coverage, including sending and receiving production of documents request to custodial and non-custodial parents to modify or establish child support. Advises parties of IV-D roll and duties, such as, not representing either party and not providing legal advice.

Sends and receives national medical records for non-custodial parents that are court-ordered to carry insurance on children. Receives insurance cards and distributes them to custodial parents.

Receives Employer Termination information on non-custodial parents and enters termination date into ISETS. Sends and receives income withholding order and FTI receipt confirmation form for garnishment of wages of a non-custodial parent's wages and confirmation that the employer received the garnishment documentation.

Investigates work, including but not limited to, using all locate programs that are state-provided to help assist in locating a non-custodial parent.

Witnesses genetic testing that is processed in the office.

Monitors cases, referring delinquent cases to Prosecutor for filing of contempt orders.

Logs into Indiana Child Support Resources (CSR) to fill out Adjustment Request form to issue refunds and fill out Employer Maintenance request form when needing to add an inactive employer into ISETS. Receives reports from State of Indiana through the Indiana CSR.

Maintains storage of open and closed case files and purges/destroys outdated files, ensuring compliance with State and legal guidelines.

Researches employment and income verification, including sending employer letters and social security letters to verify income or disability.

Answers telephone and greets office visitors, responding to inquiries, providing information and assistance, taking messages and/or directing calls to appropriate individual or department.

Performs a variety of clerical duties, including, but not limited to, preparing correspondence, scheduling appointments, providing enrollment forms and brochures to possible participants, maintaining/updating files, keeping record of destruction of PPI or FTI documents, cleaning the office, checking voicemails, ordering office supplies, and processing mail.

Scans and prints required documents for files to send to attorneys, court, custodial and non-custodial parents, and/or other child support offices. Manages paperless documents into appropriate locations.

Maintains communication with various agencies and individuals in obtaining information and resolving problems, including State and County Welfare departments, attorneys, caseworkers, absent parents, Clerk's Office, and other child support enforcement offices.

Coordinates and communicates with UFISA requests from other states, including but not limited to, sending and receiving CSENETS and ISETS, transmittals, and telephone communications. Provides information, including but not limited to, payment history, arrears balances, paternity establishment information, birth certificates, insurance information, social security cards, employment information, court orders, birth/death information, requests for modification, new address information, child removal by DCS, and tax offset.

Assists with child support hearings, including answering questions for parties, taking notes at hearings, and helping manage daily court docket by coordinating the participants in and out of the courtroom. Takes attendance at hearings to determine who has appeared/failed to appear.

Reviews and refers cases to Prosecutor for criminal non-support cases that have exhausted civil enforcement measures.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED. Associates degree in social work, counseling, criminal justice, and/or related field preferred.

Ability to meet all Department hiring requirements, including passage of a criminal history check.

Certification and ability to operate ISETS computer system, with continuing completion of all training/certification requirements.

Basic knowledge of and ability to make practical application of Title IV-D policies and procedures, County Court system, and related legal terminology and requirements.

Working knowledge of standard office practices/procedures and ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare correspondence, and court documents, and written reports as required.

Knowledge of standard filing systems and ability to create and maintain Department files.

Ability to properly operate standard office equipment, such as computer, calculator, telephone, copier, and fax machine.

Ability to effectively communicate orally and in writing, with co-workers, other County departments, personnel from various state agencies, Clerk's Office, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to understand, memorize, retain and carry out oral and written instructions.

Ability to compute/perform arithmetic operations, such as calculating child support arrearages and determining income and wage withholdings.

Ability to compile, analyze and evaluate data, make determinations, and present findings in oral or written form.

Ability to work alone with minimum supervision and with others in a team environment, often amidst frequent distractions and interruptions, and under pressure from formal schedules, deadlines and high-volume operations.

Ability to apply knowledge of people and locations, plan/layout assigned work projects, and read/interpret Court Orders.

Ability to travel out of town or state for training/conferences, sometimes overnight.

Possession of a valid Indiana driver's license and demonstrated safe driving record.

II. RESPONSIBILITY:

Incumbent performs duties according to a flexible, customary routine and established Department policies and practices, with priorities primarily determined by supervisor. Assignments and objectives are set jointly by incumbent and supervisor with some degree of flexibility in the job. Decisions are always determined by specific instructions or existing, well established policies and procedures. Errors in work are primarily detected or prevented through supervisory review and notification from other departments, agencies or the public. Undetected errors could result in loss of time to correct error and/or inconvenience to other agencies or the public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, personnel from various state agencies, Clerk's Office, and the public for the purpose of exchanging information.

Incumbent reports directly to IV-D/Child Support Director.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment, involving sitting for long periods, lifting/carrying objects weighing less than 25 pounds, keyboarding, bending, speaking clearly, and hearing sounds/communication. Incumbent maintains considerable contact with the public and may be exposed to hostile/argumentative individuals.

Incumbent travels out of town or state for training/conferences, sometimes overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Administrative Assistant for the IV-D/Child Support Division of the Prosecutor's Office describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes _____ No _____

Applicant/Employee Signature

Date

Print or Type Name