

Edgecombe County Human Services Agency
Edgecombe County Department Of Social Services
122 East St. James Street
Tarboro, North Carolina 27886

Lead Child Support Agent

Posted: Internal, ESC, Edgecombe County Website, NC Social Services Job

FULLY QUALIFIED SALARY: \$31,050

Position Description: - 165-40-743

This position is located within the Child Support Unit in the Tarboro Office. Lead Worker responsibilities include: staff orientation and training, interpreting and explaining policy to agents; case management of interstate cases when the non-custodial parent lives out of state. Lead Agent duties include: the initiation, preparation, organization and enforcement of child support orders; absent parent location, second party review and monitor agent's case files and the ACTS system to ensure program compliance, compile and generate reports at the direction of the unit supervisor and perform other related duties as necessary. Employee conducts interviews, explain law and support expectations; establish or enforce court orders for paternity; and prepare materials for court hearings. Lead Agent will assist Child Support Supervisor with court preparation activities of staff for court hearings. Work is performed in accordance with established policies and procedures and is reviewed and evaluated by the Child Support Supervisor. Position serves as liaison for unit staff in the absence of the unit supervisor to include authorizing vacation and/or sick leave and signing program documents. Employee attends management meetings, local/state meetings, meetings with the agency child support Attorney and program consultants. Employee serves on the interview panel in the hiring process of new employees. Overtime work is compensated with compensatory time off. Position performs other duties as assigned. A valid NC driver's license and access to a passenger vehicle is required. Employees operating their personal vehicles for county business must maintain the minimum liability coverage required by the state of North Carolina in accordance to the County Fleet Policy and Employee Safety Program (page 10, section G.). This position performs disaster related duties during emergency disasters and shelter openings. Position is located in the Tarboro Office however; office location may change based on the needs of the agency.

Knowledges, Skills and Abilities:

- Thorough knowledge of the Child Support Enforcement program and applicable legal procedures;
- considerable ability to interview clients, absent parent 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. Ability to orient, train, and review work of agents.

Minimum Training and Experience Requirements:

- Graduation from high school and three years of experience in eligibility, investigative, judiciary, or legal work that provides knowledge, skills and abilities needed to perform the work; and one year in IV-D.
- Associate 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 the knowledge, skills and abilities needed to perform the work; and one year in IV-D.
- Four year degree and one year in IV-D.
- Preferences: Prefer applicants with computer experience and/or knowledge of Windows software, State Network System, ACTS system and Microsoft Word. Bilingual experience helpful.

Application Period: 04/19/2017-Until Filled
Application Deadline: Open Until Filled

Application Process: Applications are available online at www.edgecombecountync.gov. Applications should be returned to Nora Harper, Personnel Assistant at 301 S. Fairview Rd., Rocky Mount, NC 27801. Applications can be picked up at the Social Services Office at 301 S. Fairview Rd., Rocky Mount, NC 27801 or downloaded from the County's website. Applications are also available at the Edgecombe County Manager's Office at 201 S. Andrew St., Tarboro, NC. Applicants may also apply through the NC Department of Commerce-Division of Employment Security. Electronic copies, Fax copies, incomplete or unsigned applications will not be considered. **An official transcript of undergraduate and/or graduate degree(s) is required at the time of application. Degrees must be received from appropriately accredited institutions.**

*Preferences: Prefer applicants that are proficient in using a personal computer and have strong verbal and written communication skills. Bilingual (English/Spanish) applicants encouraged to apply.

We support a drug free work environment. A Pre-Employment Drug Screening and Criminal Background Check Is Required.

AA/EOE