

Edgecombe County
Department of Social Services
3003 North Main Street
Tarboro, NC 27886

Lead Child Support Agent

Posted: Internal, ESC, Edgecombe County Website

SALARY: \$29,219

Position Description: - 165-40-741

This position is located within the Child Support Unit in the Rocky Mount Office. This position will function approximately twenty five (25%) of the time as a Lead Worker for the Rocky Mount Child Support Unit. Lead Worker responsibilities include: staff orientation and training, problem resolution in establishment of voluntary and involuntary support; interpreting and explaining policy to agents; management of 480 interstate cases; Agent duties include: the initiation, preparation, organization and enforcement of child support orders; absent parent location, and 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. 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 will float between the Tarboro and Rocky Mount child support units as needed to assist in training and preparation for court. Position is located in the Rocky Mount 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 and Microsoft Word. Bilingual experience helpful.

Application Period: 12/20/2010 thru 01/03/2011

Application Deadline: January 3, 2011

Employees of Edgecombe County Social Services may return a completed NC state application form to the **Personnel Office**. All other applicants should apply through the Employment Security Commission. Copies of undergraduate and/or graduate transcripts required.

We support a drug free work environment. A pre-employment drug screening and criminal background check is required.

AA/EOE