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# Support Officer(Job Id 746)

**Location:** US:OH:Cleveland

**Category:** County Executive

**Salary:** 19.10-0.00 USD

**Post Date:** 04/07/2022

**Close Date:** 05/01/2022

## Description

**Department:** Cuyahoga County Health & Human Services: Office of Child Support Services

**Anticipated Work Schedule:** Monday - Friday, 8:30 a.m. to 4:30 p.m.

**Reports To:** Principal Support Officer Supervisor

**Full Time or Part Time:** Full Time

**Regular or Temporary:** Regular

**Bargaining Unit:** AFSCME 27

**Classified or Unclassified:** Classified

**FLSA:** Non-Exempt

**Wage:** \$19.10/hour

**Location:** Virgil E. Brown Neighborhood Family Service Center, 1640 Superior Ave., Cleveland, OH 44114

### Summary

Child Support establishment, enforcement and maintenance.

### Essential Job Functions

Independently or as part of a team performs child support case management and processes child support cases in the areas of paternity determination including genetic testing, support order establishment, general support order enforcement, and specialty enforcement including medical and financial operations. Prepares, develops, modifies, reads, analyzes, reviews and interprets all required administrative, judicial and inter-agency documents; completes analysis of child support cases and determines appropriate action; sorts and routes support case, support order, and individual data from various sources and formats including hardcopy and electronic. Accesses, updates, researches and inquiries into various computer systems. Provides agency outreach services and information to clients, and the public, through community education and speaking engagements. Assists other units in performing child support program functions. Appears at State child support hearings and judicial child support hearings which are deemed necessary by agency or court. Operates a personal computer for all aspects of case management and to produce correspondence, forms, reports, legal documents, tables, mailing labels, etc., utilizing software and applications from various sites, systems, and websites. Communicates extensively on child support matters with clients, co-workers, attorneys, court officials, public service agencies, contracted partners, prosecutors, law enforcement officials, employers, and others, through face-to-face interviews, telephone calls, electronic and written correspondence, and testimony. Completion and proofing of finished written documents, reviewing documents for accuracy and correctness, and correcting errors. Performs functionally related duties such as processing and distributing mail, making copies, faxing, filing, sending out mail, maintaining records of journal entries, maintaining statistics, performing records management tasks, providing information on status activities, documenting performance and outcomes, and preparing reports. Completion of case management systems and trackers, logs and forms. Performing duties, data entry, prioritizing work, and processing information related to the child, support program. Receives, reads, reviews, sorts, and processes data to and from various sources and in various formats including hardcopy and electronic. Consult, verify, update, and inquire into various computer systems to determine the status of current information, and update/narrate where applicable. Reviews support order and individual data as required to permit its entry into computerized systems, to determine correctness and completeness, to prepare documents and/or to determine appropriate routing. Gathers and compiles data, maintains statistics, and provides information on status, activities, performance, and outcomes. Attend and participate in divisional and mandated training

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and meetings on new and existing policies and procedures. Performs other related duties as required including assisting other units performing information processing functions and system testing. Works special projects as assigned.

### **Minimum Requirements**

Bachelor's degree, ability to add, subtract, multiply, divide and calculate decimals and percentages, good verbal and written communication skills, good interpersonal skills, the ability to read and interpret written communication; OR any equivalent combination of training and experience.

### **Application Process**

This is a competitive, classified position. The Personnel Review Commission (PRC) will check your application to make sure you meet the minimum qualifications. If you do, the PRC will invite you to take a civil service examination. The exam is specific to this position. Everyone who passes the exam goes on an eligibility list. To fill this opening, the PRC sends the hiring department and Human Resources (HR) a certified eligibility list with the top 25% candidates (or at least the ten highest scoring candidates, whichever is greater). HR helps the hiring department decide who from the certified list to follow up with for interviews and then a job offer.

Most of our communication with candidates is through email. Regularly check the email address you gave us in your job profile. Watch your Spam folder, just in case.

If we offer you a job, you must pass a drug screen and background check before the offer becomes final. Prior criminal convictions do not automatically disqualify you from employment; the County looks at criminal convictions on a case-by-case basis using the guidelines in Chapter 306 of the County Code.

### **EQUAL OPPORTUNITY EMPLOYER**

Cuyahoga County is committed to fostering a diverse and inclusive workforce, which includes building an environment that respects the individual, promotes innovation and offers opportunities for all employees to develop to their full potential. A diverse workforce helps the County realize its full potential. The County benefits from the creativity and innovation that results when people with different experiences, perspectives, and cultural backgrounds work together.

The County is committed to providing equal employment opportunities for all individuals regardless of race, color, ancestry, national origin, language, religion, citizenship status, sex, age, marital status, sexual preference or orientation, gender identity/expression, military/veteran status, disability, genetic information, membership in a collective bargaining unit, status with regard to public assistance, or political affiliation.

If you need assistance applying or participating in any part of the candidate experience, contact Human Resources at 216-443-7190 and ask to speak with a talent acquisition team member.