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Department of Social Services
106 East Morgan Street, Suite 101
Brevard, NC 28712

March 5, 2019

STATE CLASSIFICATION: CHILD SUPPORT AGENT II

SALARY HIRING RANGE: \$35,965 - \$44,928

Duties and Responsibilities: The Child Support Agent II interviews custodial and noncustodial parents and caretakers to gather information to investigate each case situation to determine what actions are needed in compliance with applicable Federal and State policy and law. The job duties of this position involve four major areas: locations absent parents, establishing paternity, establishing a support order for financial or medical support, and enforcing and/or modifying support orders. An agent in this class may perform some or all of the duties of the Agent I, but can be distinguished from the Agent I by the in-depth investigation and preparation of cases for court, working closely with the Agency attorney in the courtroom, testifying in court as required, and negotiating agreements with the noncustodial parent. Work at this level involves gathering, evaluating, and verifying statements, information and evidence, calculating NC Child Support Guidelines, reviewing financials, drafting the proper papers, interpreting and applying appropriate policy and law and determining and implementing the most appropriate court or administrative enforcement remedy.

QUALIFICATIONS:

Knowledge, Skills, and Abilities: Considerable knowledge of the Child Support Enforcement Program and applicable legal procedures; the legal, court and financial related duties of the Child Support Program require a very high degree of accuracy; the position involves extensive use of the personal computer, Word, Excel, Access, and the Automated Case Tracking System (ACTS), the CSA II must be able to concentrate on details in the computer generated forms, Word documents and AOC forms to ensure accuracy and compliance with policy and law; have considerable ability to organize, analyze, and summarize case information; ability to understand basic accounting concepts; ability to establish and maintain effective working relationships with the public, Clerk of Court, Sheriff's office, private attorneys, other child support agencies and other officials both verbally and in writing. The CSA II must be able to de-escalate hostile situations and be aware of the need for personal safety. Bilingual is a plus, but not required.

Minimum Education and Experience: A four year degree and six months experience in eligibility, investigative, judiciary, or legal work that provides knowledge, skills and abilities needed to perform the work; or an associate's 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 knowledge, skills and abilities needed to perform the work; or 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; an equivalent combination of education and experience.

DATE AVAILABLE: Immediately

CLOSING DATE: March 15, 2019

APPLICATION PROCESS: Register with NCWORKS.gov and submit a state application (PD107) along with transcripts to NCWorks Career Center Blue Ridge Community College Transylvania Campus, 45 Oak Park Drive, Brevard, NC 28712 by close of business on date of closing or to Transylvania County Department of Social Services, Attention: Cindy Anders, 106 East Morgan Street, Suite 101, Brevard, NC 28712.