



# Madison County Vacancy Announcement

## Child Support Enforcement Agency Office Assistant

### **Position Summary:**

As a function of the Madison County Child Support Agency, this position provides clerical and administrative support to the Child Support Specialists and Assistant Corporation Counsel.

This position works under the direct supervision of the Child Support Enforcement Director.

### **Where to Apply:**

The position is open until filled. Submit a North Carolina State Application (PD 107) with a cover letter to Madison County Human Resources. To obtain an application, visit <http://www.madisoncountync.org/employment.html>. Applications will be accepted at the Madison County Human Resources Office, 107 Elizabeth Ln., Marshall or mailed to: Madison County Human Resources, PO Box 579, Marshall, NC 28753.

Madison County Government is an Equal Opportunity Employer.

### **Essential Responsibilities**

- Serves as the Receptionist for the Child Support Agency: responds to phone calls and greets visitors; provides basic, accurate program information; and directs inquiries to proper source of information or service.
- Retrieves all required documentation to prepare new case files:
- Responsibilities include interviewing customers to obtain demographic information and court orders when necessary In order to create a hard copy file and digital case on the ACTS system.
- Responsibilities also involve contacting and coordinating with the Child Support Attorney, Madison County DSS, and Clerk of Court for court orders requiring court action, Sheriff Deputies and other states.
- Position requires extensive computer use such as: Microsoft software and automated Child Support System, as well as Composing/typing correspondence for Child Support Enforcement Director. Employee Completes and processes electronic health insurance notices and Income Withholding orders to employers, agencies and insurance carriers.
- Prepares, mails and performs required follow up on work search forms and employment verification letters for Specialists.
- Files both open and closed cases for required retention period. Purges closed cases at year-end in accordance with Bureau of Child Support policies and documents purge of file destruction.
- Lead responsibility in transitioning child support paper files to digital file system including, scanning historical case files and incoming documents on current cases.

- Opens, sorts, and distributes the mail and gathers outgoing mail for mailing in the afternoon. Receives and distributes incoming faxes and Agency emails (County website and e-filing documents). Processes returned mail, address changes and name changes including gathering additional information where necessary to complete task.
- Employee is responsible to know and achieve State and Federal Performance Percentages Standards. Employee will enter data into the ACTS system as needed and instructed by Agency Director. Submit additions and corrections to third party table at state level.
- Performs other duties as assigned by Child Support Enforcement Agency Director.
- Attend required trainings
- **Regular attendance and punctuality required.**

### **Knowledge, Skills & Abilities**

- Basic knowledge of the Child Support Program and reporting requirements.
- Ability to relate well and cooperate with public.
- Working knowledge of modern office practices and procedures including knowledge of computers and multifunction devices for copy/scan/fax.
- Knowledge of general telephone techniques and customer service practices.
- Knowledge of general filing procedures.
- Ability to answer inquiries and complaints effectively with tact and courtesy.
- Ability to understand and effectively carry out written and oral instructions.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships.
- Ability to maintain program confidentiality and ADA and civil rights compliance.

### **Minimum Education and Experience**

High School diploma or equivalent required. Three years of clerical work also required. Applicant must be able to type 50 words per minute accurately.

**Requirements:** Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. Must possess a valid North Carolina Driver's License.

**Salary and Compensation:** \$12.00 per hour. This position comes with accrued sick time, accrued vacation time, and paid holidays. This position is 16 hours per week.