

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : Child Support Agent II  
**Department:** Social Services  
**Revised** : September 2009

**Class** : Paraprofessional  
**FLSA:** Non-exempt

*This job description supersedes any prior description for the Child Support Agent II classification.*

**GENERAL DESCRIPTION**

Responsible paraprofessional work in the initiation and organization, and enforcement of child support orders in a Child Support Enforcement program. Work in this class can be distinguished from the Agent I by the in-depth investigation and preparation of cases for court, the enforcement of court support orders, variables affecting a case, and the independent role in presenting cases (with the Attorney) in the courtroom. Work is reviewed at the time a case is in court by the Attorney and Judge for technical accuracy. Decisions are reviewed after the fact by a program supervisor.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Interviews clients and absent parents upon receipt of referral; completes all information and legal documents and establishes voluntary and involuntary support and/or obligation, and enforces court orders.

Investigates and prepares cases (for the Attorney) and determines the course of action, tracks witnesses and determines their credibility.

Locates absent parents by computer inquires, postmaster letters, employer letters, telephone inquires, and the Internet.

Collects DNA samples by Buccal swab or schedules paternity testing and monitors for results. Ensures DNA samples obtained are properly packaged before sending to the laboratory for testing.

Assists the Attorney in the courtroom in presenting the case and reviewing evidence.

Negotiates agreement with the absent parent for Voluntary Support Agreements.

Testifies in court as necessary.

Monitors court-ordered payments and determines necessary action when the absent parent is in arrearages, such as negotiating out of court, taking to court, and wage garnishments.

Reviews and completes state and federal tax listing and intercepts tax refunds; intercepts unemployment insurance benefits.

**OTHER JOB FUNCTIONS**

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

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### **KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of the Child Support Enforcement Program and applicable legal procedures.

Considerable ability to interview clients, absent parents and related sources, and to investigate cases.

Considerable ability to organize, analyze, and summarize case information.

Ability to perform basic mathematical calculations.

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 effectively communicate, orally and in writing.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse environmental conditions or hazardous materials.

### **EXPOSURE CONTROL**

Work is likely to cause direct contact with blood or other body fluids to which universal precautions apply. Personal protective equipment should be available and worn.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's Degree from an accredited college or university and six months experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work; or an Associate's Degree from an accredited college or university 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; or graduation from high school and three years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work; or equivalent combination of education and experience. A valid driver's license is required.

**This job description does not create an employment contract,  
implied or otherwise.**