

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : Lead Child Support Agent  
**Department** : Social Services  
**Revised** : July 2017

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

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

**GENERAL DESCRIPTION**

Responsible paraprofessional work in the initiation, organization, and enforcement of child support orders in a Child Support Enforcement program. Work in this class can be distinguished from the Agent II by the assistance provided to the Child Support Supervisor II in orienting and training new Agents, and serving as a resource for other enforcement agents or by the difficulty of cases handled such as interstate cases requiring additional time and different procedures.

**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.)

Trains and instructs new agents on state and local policy, operation of computer, and caseload expectations.

Clarifies specific case issues and provides guidance to other agents on state and local policy.

Resolves problems that clerical personnel encounter and assists the Attorney and Supervisor with administrative tasks.

Assists Child Support supervisors in reviewing, researching, distributing, and implementing new and updated program material, CSE policy, legal updates, and ACTS changes/information

Interviews and assesses child support client when a support order exists; obtains all necessary documents and information to redirect order, locate absent parent, and enforce order.

Monitors payments, reviews delinquent notices from Clerk of Court; reviews and completes state and federal tax listing and intercepts tax refunds.

Verifies and prepares cases for court; meets and negotiates with absent parent concerning consent order; testifies in court.

Performs quality assurance tasks to identify and correct methods and procedures, and ensure continuing compliance with DSS policy, state law, NC Dept. of Health and Human Services policies, and federal regulations.

Monitors special caseloads which require supplemental services and are ordered to participate in community resources.

Obtains all necessary information, documentation, and legal forms required for establishment of paternity.

Investigates and prepares cases with more complex features for the attorney and determines the appropriate course of action to obtain child support; identifies and locates witnesses and evidence; and evaluates witness

**Job Title:** Lead Child Support Agent  
**Page** : 2

credibility and evidence authenticity.

### **OTHER JOB FUNCTIONS**

Performs related duties as required.

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

### **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 effectively communicate orally and in writing.

Ability to instruct, train, organize, and direct lower level employees.

Ability to establish and maintain effective working relationships with clients and absent parents, location resources, Office of the Clerk of Court, Magistrates, District Attorney, Sheriff, other court officials, and private attorneys.

### **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 10 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 conditions or hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's Degree from an accredited college or university in Business Administration, Human Resources, Criminal Justice or closely related degree and one year of experience as a Child Support Agent; or an Associate's Degree from an accredited college or university in a related field 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 of experience as a Child Support Agent; or high school diploma and three 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 of experience as a Child Support Agent; or an equivalent combination of education and experience.

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

