

PLEASE POST !!!

OPEN POSITION

MONROE COUNTY HUMAN RESOURCE OFFICE IS NOW ACCEPTING APPLICATIONS
FOR THE FOLLOWING POSITION:

12 ENFORCEMENT SPECIALIST SR – DOMESTIC RELATIONS
\$15.9937/hr. - 35hrs/wk.

Current employees who wish to apply for this position should obtain a bid sheet from the County portal and proceed accordingly.

Notice: If you are offered and accept a position within any County office you will be mandated to provide a Criminal Background Check (<http://epatch.state.pa.us>) at your cost prior to your hire date as a condition of employment.

POSTED: 06/09/2022

REMOVE: OPEN UNTIL FILLED

MONROE COUNTY, PENNSYLVANIA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: **ENFORCEMENT SPECIALIST, SENIOR**

PURPOSE OF CLASSIFICATION

The purpose of this classification is to enforce orders established by the court for the purpose of collecting child support.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Processes a variety of documentation associated with departmental operations, per established procedures and within designated timeframes; distributes documentation or retains records as appropriate.

Receives enforcement complaints for non-compliance with court orders; determines which orders to enforce and amount of payment to be requested.

Calculates and sends out legal notices requesting delinquent payments for non-payment of support; generates default list of cases failing to comply with delinquent notices.

Determines which cases to schedule for contempt of court; prepares/presents court orders for contempt hearings to Support Advocate and judge for signature; copies/distributes hearing notices to parties involved; updates computer and case files with contempt orders.

Updates audits and completes summary changes for court appearances.

Prepares each case for contempt hearings; prepares court lists for involved offices; appears in court for hearing with Support Advocate; copies/distributes court orders signed by judge from contempt hearing.

Discusses delinquent accounts with defendants.

Prepares service forms for investigator for bench warrants or personal service; prepares/distributes bench warrants for investigator or control center; assists investigator with female clients who are being detained for search and/or arrest.

Prepares/distributes release forms for jailed defendants after payment.

Prepares necessary paperwork or contacts plaintiffs to locate defendants' whereabouts; prepares/mails employment verifications to employers; prepares/sends address verifications to post office.

Submits notification to court administrator's office to schedule bench warrant hearings when defendant is apprehended; prepares paperwork and files for bench warrant hearings; appears in court for bench warrant hearings.

Adds, monitors, and enforces medical bills sent in for collection.

Calculates court costs and service charges on cases.

Responds to questions from Harrisburg regarding lottery collections.

Prepare financial audits on cases to determine amount of support owed; makes adjustments on computer based on financial audit.

Gathers/reviews case information to determine whether to submit to IRS for collection; prepares submissions to IRS; updates case summaries with deletions or modifications; reviews complaints made by defendants contesting any offset of their refund; calculates/distributes IRS collections after receipt from IRS; prepares/distributes refund documents to state; notifies all parties involved of IRS collection; adjusts amount on computer based on IRS collections.

Performs research functions as needed.

Performs customer service functions; provides assistance and information related to department services, procedures, forms, status of cases, or other issues; responds to routine questions, complaints or requests for service; initiates problem resolution.

Prepares or completes various forms, reports, correspondence, legal notices, bench warrant lists, contempt hearing lists, wage attachment orders, employment verifications, address verifications, time sheets, time studies, or other documents.

Receives various forms, reports, correspondence, enforcement complaints, default lists, IRS submission reports, IRS intercept checks, welfare forms, welfare refund checks, policies, handbooks, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Receives, opens, and distributes incoming mail; prepares outgoing mail.

Copies and distributes forms, reports, correspondence, and other related materials.

Initiates/receives facsimile transmission of documents.

Prepares departmental files; sorts/organizes documents to be filed; files documents in designated order; locates/removes files; maintains file system of departmental records.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections as appropriate; utilizes word processing, database, or other software programs.

Performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, toner, or ribbons; coordinates service/repair activities as needed.

Answers the telephone; provides information, guidance and assistance; takes and relays messages or directs calls to appropriate personnel; returns calls as necessary.

Communicates with supervisor, employees, other departments, law enforcement personnel, judges, attorneys, support advocate, post office staff, employers, clients, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

ADDITIONAL FUNCTIONS

Operates a motor vehicle to conduct work activities.

Assists in processing welfare cases; submits social security numbers on IVES system through welfare for employment status on clients; prepares audits to determine amount owed to welfare; processes beneficiary changes from non-welfare

to welfare or reverse; adjusts balance owed to welfare or non-welfare; prepares welfare forms; processes any welfare refund checks and makes adjustments.

Performs notarization of documents as needed.

Prepares/distributes wage attachment orders.

Prepares certification of arrears statements to other courts.

Provides assistance or coverage to other employees as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by two (2) years previous experience and/or training involving clerical/secretarial work, interpersonal relations, basic bookkeeping, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May be required to possess and maintain valid Pennsylvania Notary Public Appointment Certification. Must possess and maintain a valid Pennsylvania driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards or violence.

Monroe County, Pennsylvania, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.