The Monroe County Human Resources Office is now accepting applications for the following position:

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12 ENFORCEMENT SPECIALIST SR. – DOMESTIC RELATIONS OFFICE

$20.2258/hour | Full-Time (35 hours/week)

Current County employees interested in this position must submit a bid sheet and resume to the Human Resources Office.

Notice: Employment with the County is contingent upon the successful completion and submission of a Criminal Background Check (http://epatch.state.pa.us), to be obtained at the candidate's expense prior to the start date. Additional position-specific clearances may be required.

POSTED: 11/25/2026 **REMOVE:** OPEN UNTIL FILLED

MONROE COUNTY, PENNSYLVANIA
CLASSIFICATION SPECIFICATION

m2021-56

CLASSIFICATION TITLE: **12 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. Utilizes a variety of computer software and programs to update case on information from other state and federal agencies, county agencies, client communication and other sources.

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

Reviews cases, utilizes predictive analytics and case statistics to select cases for non-automatic enforcement, sends out notices of non-compliance requesting delinquent payments for non-payment of support to both defendants and employers; conducts enforcement conferences with clients prior to scheduling cases for contempt and to establish plan for compliance to avoid contempt hearing date.

Generates default list of cases failing to comply with delinquent notices and/or compliance plans determined at enforcement conferences; schedules those cases for Support Rules/Contempt court proceedings accordingly; ; copies/distributes hearing notices to parties involved; prepares Certification of Service for Prothonotary; updates computer and case files with contempt orders.

Prepares each case for contempt hearings including preparation of summary of case status; prepares court lists for involved offices; appears in court for hearing with Support Advocate; copies/distributes court orders signed by judge from contempt hearing and enforces resulting contempt orders

Discusses delinquent accounts with defendants; refers defendants to local employment agencies and job search agencies as necessary; reviews cases for Non-Financial Order eligibility and/or transfer to other jurisdiction for enforcement

Prepares service forms for investigator for bench warrants or personal service; prepares/distributes bench warrants for investigator or control center;.

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.

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

Enforces medical bills sent in for collection and ordered medical coverage.

Performs research functions as needed including review of payment database, Child Support Lien Network, and all automatic enforcement remedies including, but not limited to suspension of drivers, recreational and professional licenses

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, completes and/or reviews various forms, reports, correspondence, legal notices, bench warrant lists, contempt hearing lists, wage attachment orders, employment verifications, address verifications, or other documents.

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

Receives electronic tasks from incoming mail; receives and completes computer mail alerts, prepares outgoing mail; initiates/receives facsimile transmission and electronic mail.

Attends meetings, seminars, workshops and other training classes as necessary to keep apprised of changes in office policies, state or federal legislation and/or current industry trends.

Prepares departmental files; sorts/organizes documents to be filed; files documents in designated order; locates/removes files;

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, other child support offices, 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

Prepares/distributes wage attachment orders.

Prepares certification of arrears statements to be provided to insurance companies when payment of arrears is to be made from workers compensation or personal injury awards or settlements.

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.