

Clerk of Circuit Court & Comptroller Okaloosa County

Job Description

Child Support Compliance Supervisor

Job Specifications

Classification: Non-Exempt	Department: Domestic Relations
Supervisor: Business Analyst Director	Location: Crestview
Salary Range: NE-5	Schedule: Monday - Friday 8am - 5pm
Revision Date:	Revised By:

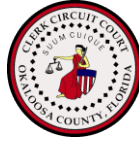
Job Summary:

Under general supervision, supervises work performance of depository/Child Support Compliance personnel, as well as performs extensive and detailed work in processing and analyzing child support cases. It requires the application of various work methods, procedures, practices, and departmental functions related to the processing of documents, account analysis and auditing of child support accounts to ensure compliance and completeness of information within the Central Governmental Depository environment. Experience analyzing Title IV-D cases and the ability to communicate with the Florida Department of Revenue (FDOR) and State Disbursement Unit (SDU) efficiently and effectively are required for this position.

Essential Job Functions:

The list of essential functions as outlined here is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed if such functions are a logical assignment to the position.

- Ability to supervise and manage daily work performance/product of depository personnel
- Facilitate telephone and email inquiries to provide information on depository accounts and answer questions related to child support processes/procedures and other depository-related matters.
- Audit depository accounts, to include preparation of arrearage certificates for judicial child support hearings as required.
- Generate correspondence, notices, and reports according to established policies/practices of assigned area.
- Scan/image and index documents according to departmental procedures.
- Accurately enter data into case management system as required.
- Perform necessary research utilizing available resources (i.e., record searches) to facilitate assigned tasks.
- Update forms, packets, and reference materials as needed.



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- Coordinate training for customer service representatives, update and maintain information databases (PowerDMS/HelpJuice) for internal and public knowledge regarding depository related matters.
- Prepare, maintain, and research various records and files to maintain depository accounts and support depository function in both the case management system and depository-specific databases.
- Reply to telephone calls and correspondence promptly.
- Perform other duties as required.

Minimum Required Qualifications:

- Graduation from an accredited college or university with a Associate's degree preferred. Will substitute 2 years of relevant experience in lieu of degree.
- Ability to supervise/motivate assigned team member(s), train new hires and manage workflow
- Experience in analyzing, auditing, or reconciling child support accounts preferred.
- Experience in reviewing, drafting, or creating legal forms preferred.
- Ability to evaluate current processes and procedures for efficiency and effectiveness and identify areas for improvement.
- Possess critical thinking skills and the ability to coordinate with internal and external partners.
- Ability to communicate effectively in both oral and written form and possess the ability to follow complex oral and written instructions.
- Knowledge of a wide range of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures, office equipment and terminology.
- Knowledge related to the various roles and responsibilities of the Judiciary, Clerk and Comptroller's Office, Florida Department of Revenue and the State Disbursement Unit in handling Title IV-D cases.
- Ability to work with confidential and/or sensitive data, interpret and comply with state and federal guidelines as well as legal advice restrictions for the Clerk & Comptroller's office.
- Ability to sit or stand for extended periods of time, while concentrating on repetitious or complex tasks. Ability to work within time constraints and workload surges.
- Ability to evaluate current process and procedures for efficiency and effectiveness and identify areas for improvement.
- A basic level of proficiency using Microsoft office products. (Word, Excel, Access, PowerPoint), to include proficient skills in typing, spelling, grammar and math.
- Strong interpersonal skills.
- Valid driver's license required.



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Key Competencies of Position:

- **Accountability & dependability** - Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.
- **Adaptability / flexibility** - Ability to react positively to changing business needs, conditions, and work responsibilities.
- **Attention to detail / accuracy** - Diligently attends to details and pursues quality in accomplishing tasks.
- **Customer focus** - Builds and maintains customer satisfaction with the services offered by the organization.
- **Development and continual learning** - Displays an ongoing commitment to learning and self-improvement.
- **Drive and determination** - Full of positivity and a desire to get things done quickly and effectively.
- **Leadership ability** - Supervising, motivating, influencing, and supporting others to accomplish team and organizational goals.
- **Office technology** - Ability to utilize equipment, office software (ex. Microsoft Office) and web-based applications (ex. Benchmark, Landmark, PowerDMS) to meet business needs.
- **Stress tolerance** - Maintains composure in highly stressful or adverse situations.
- **Tact** - Diplomatically handles challenging or tense interpersonal situations.
- **Teamwork** - Promotes cooperation and commitment within a team to achieve goals and deliverables.

ADA Compliance:

The Okaloosa County Clerk of Courts is an Equal Opportunity Employer. ADA requires the Clerk of the Court to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

Employee Acknowledgement:

I have read this job description and I fully understand all my job duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so, I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.