

**AUGLAIZE COUNTY DEPARTMENT OF JOB & FAMILY SERVICES  
JOB OPPORTUNITY**

**Date Posted:** March 21<sup>st</sup>, 2023

**Deadline:** March 28<sup>th</sup>, 2023

**CLASSIFICATION:** Child Support Quality Control Reviewer

**PAY RANGE:** 18 \$21.25 hr

**POSITION NUMBER:** 41008.0

**UNIT:** CSEA

**HOURS OF WORK:** 8:00 AM to 4:30 PM

**SUPERVISOR:** Amy Bodell

**SEND RESUME FOR OUTSIDE BID OR INTERNAL BID FORM FOR INTERNAL BID  
TO:** Alicia Wireman

**THIS POSITION IS:**

Permanent ☒ Full-time ☒ Part-Time ☐ Intermittent ☐

**JOB DUTIES:** See attached

**MINIMUM QUALIFICATIONS:** One year of experience performing casework duties in full performance-level class in same area as assigned cases to be reviewed, or two years' experience performing casework duties in developmental level class in same area as assigned cases to be reviewed, or completion of undergraduate major care coursework in behavioral science or social science or education. Also requires one year of experience in a position performing casework duties similar to the cases to be reviewed, or completion of two years of technical education in behavioral science or social science. Also requires one year of experience in a position performing casework duties similar to the cases to be reviewed, or four courses or 1 year of experience in behavioral science or social science, one course or six months experience in business mathematics, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding or work processing. Also requires one year of experience in a position performing casework duties similar to the cases to be reviewed, or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

*Applicants needing accommodation for completing application or interview, please contact the  
Business Administrator at 567.242.2700.*

*Auglaize County does not discriminate on the basis of race, color, national origin, sex, religion,  
age, disability or veteran status in employment or the provision of services.*

# AUGLAIZE COUNTY

An Equal Opportunity Employer

## POSITION DESCRIPTION

Cover Page 1 of 2

|                      |  |                              |                                |
|----------------------|--|------------------------------|--------------------------------|
| <b>Agency:</b>       | Board of Commissioners                 | <b>Employee Name:</b>        | Vacant                         |
| <b>Class Title:</b>  | Case Manager                           | <b>Position Title:</b>       | Quality Control Reviewer       |
| <b>Class Number:</b> | 30181                                  | <b>Position Number:</b>      | 41008.0                        |
| <b>Dept./Div.:</b>   | Job and Family Services                | <b>Civil Service Status:</b> | Classified                     |
| <b>Unit:</b>         | CSEA                                   | <b>Employment Status:</b>    | Full-time                      |
| <b>Reports To:</b>   | Case Manager/Investigator Supervisor 1 | <b>FLSA Status:</b>          | Nonexempt                      |
| <b>EEO Status:</b>   | (05) Paraprofessionals                 | <b>DOT/O*Net Code:</b>       | 195.267-022                    |
|                      |  | <b>Normal Work Hours:</b>    | Weekdays<br>8 a.m. – 4:30 p.m. |

### GENERAL DESCRIPTION:

Under direction of the Case Manager / Investigator Supervisor I, Quality Control reviews child support cases; represents agency in child support cases; conducts administrative hearings; assists with fiscal/financial duties within the unit.

### QUALIFICATIONS: An example of acceptable qualifications:

One year of experience performing casework duties in full performance-level class in same area as assigned cases to be reviewed, or two years experience performing casework duties in developmental level class in same area as assigned cases to be reviewed, or completion of undergraduate major care coursework in behavioral science or social science or education. Also requires one year of experience in a position performing casework duties similar to the cases to be reviewed, or completion of two years of technical education in behavioral science or social science. Also requires one year of experience in a position performing casework duties similar to the cases to be reviewed, or four courses or 1 year of experience in behavioral science or social science, one course or six months experience in business mathematics, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding or work processing. Also requires one year of experience in a position performing casework duties similar to the cases to be reviewed, or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

### LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess a valid Ohio driver's license and maintain insurability under the County's vehicle insurance policy; notary; OCDA hearing officer certification.

### EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.

Motor vehicle, cell phone, video conference equipment, personal computer, computer software (e.g., DJFS specific software, etc.), printer, scanner, copier, fax machine, adding machine, telephone, label maker, check scanner, microfiche reader, micro-cassette recorder, camera, shredder and other commonly utilized office equipment.

### INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); has contact with potentially violent or emotionally distraught persons; has exposure to hazardous driving conditions.

Developed by:

Date Adopted:

Clemans, Nelson & Associates, Inc.

Date Revised:

Dublin, OH 43017

{11/30/2020 PDAUGJS 00258263.DOCX }

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## POSITION DESCRIPTION

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|                      |  |                              |                                |
|----------------------|--|------------------------------|--------------------------------|
| <b>Agency:</b>       | Board of Commissioners                 | <b>Employee Name:</b>        | Vacant                         |
| <b>Class Title:</b>  | Case Manager                           | <b>Position Title:</b>       | Quality Control Reviewer       |
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Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

In cases of emergency, unpredictable situations, and/or department needs, the employee may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed both the Cover Page(s) and the Inside Page(s) of my position description, and that I understand the contents of the position description.

  
(Approval of Appointing Authority)

5/23/23  
(Date)

\_\_\_\_\_  
(Employee Signature)

\_\_\_\_\_  
(Date)

Date Adopted:  
Date Revised:

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| <b>Class Title:</b>  | Case Manager/           | <b>Position Title:</b>  | CSEA Quality Control Reviewer          |
| <b>Class Number:</b> | 30181                   | <b>Position Number:</b> | 41008.0                                |
| <b>Dept./Div.:</b>   | Job and Family Services | <b>Reports To:</b>      | Case Manager/Investigator Supervisor 1 |
| <b>Unit:</b>         | CSEA                    |                         |  |

### JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

#### ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

- 65% (1) Assists CSEA Case Managers with their duties by conducting in-house reviews of assigned cases to detect, correct and reduce errors in casework previously processed by assigned CSEA Case Managers. Providing guidance to ensure that each Case Manager functions according to program standards; Ensures the information entered in SETS is timely and accurate; Assists in providing additional training as needed; Reports to the Supervisor to assist & identify problem areas and resolve by initiating and recommending remedies to Supervisor.
- 27% (2) Manages child support cases in accordance with federal, state, & local laws & procedures. Conducts in-house & phone investigations by interviewing parties & witnesses to gather data to establish paternity & pursue child support payments, locate absent parents for the purpose of collecting child support, verifies information gathered by phone or letter by contacting employers, post offices, credit bureaus, public records, newspapers & computer system. Gathers documentation of evidence to prepare withholding orders, seek work orders or UIFSA paperwork. Prepares reports of findings, refers to IV-D attorney for legal action. Gathers payroll records, income tax returns & other documents pertinent to annual income. Conducts in-house & phone interviews with parties. Verifies & analyzes information to determine annual income of both parties. Collects & receipts in-house child support collections, performs complex financial functions in coordination with CSPC.
- 5% (3) Processes appropriate documentation for child support cases. Monitors on-going cases for employment status, default of child support parents. Prepares written report of findings, recommends & submits information to IV-D attorney for enforcement to collect child support. Reviews court orders & other documents to verify accuracy of information to enter the court order case into SETS computer system. Analyzes case file & payment records to determine if arrears are owed. Calculates amount of child support. Prepares legal papers for court on computer system.

#### OTHER DUTIES AND RESPONSIBILITIES:

- 3% Performs other duties as required.

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| <b>Unit:</b>         | CSEA                    |                         |  |

### MINIMUM ACCEPTABLE CHARACTERISTICS: (\* indicates developed after employment)

**Knowledge of:** bookkeeping; interviewing; agency software\*; government structure and process; supervisory principles and practices; personnel administration; department goals and objectives\*; department policies and procedures\*; federal, state, and local laws, rules, guidelines and regulations regarding child support programs; case preparation techniques; investigation techniques; case management; courtroom procedures; administrative hearing procedures.

**Skilled in:** typing; computer operation; use of modern office equipment; adding machine or calculator operation; telephone console operation; motor vehicle operation.

**Ability to:** understand, interpret, and apply laws, rules, or regulations to specific situations; calculate fractions, decimals, and percentages; use proper research methods to gather data; communicate effectively; understand a variety of written and/or verbal communications; maintain accurate records according to established procedures; resolve complaints; travel to and gain access to work site; supervise and assign work to others; discipline others; testify in court hearings; safeguard information of a sensitive or confidential nature.

### POSITION NUMBERS AND CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED:

N/A

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