



County of Jefferson – Employee Job Description

Department: Domestic Relations

Position Title: Enforcement Officer
4182-116

Pay Classification: \$17.25/hour
Minimum of 35 hours per week
County Pension
Insurance Benefits
12 Paid Holidays per year
Paid Time Off (Personal, Sick, & Vacation)

FLSA Status: Non-Exempt
Union – Court Appointed

Reports To: Director of Domestic Relations

Objective:

To enforce, collect, and monitor court-ordered child and spousal support.

Qualifications:

A. Education/Training:

1. High School Diploma or equivalent required, college degree preferred.
2. Valid driver's license preferred.

B. Work Experience:

1. 2-3 years' experience in data processing or background in PACSES knowledge.
2. Work experience in social service field, courts, or family law environment preferred.

Background Clearance:

Valid Pennsylvania State Police and/or FBI clearance.



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Knowledge, Skills, and Abilities Required:

1. Must be able to speak and understand the English language as well as follow oral and written instruction.
2. Must possess initiative and problem-solving skills.
3. Must possess the flexibility to function both independently and efficiently with general public, government officials, staff, and others.
4. Must maintain personal integrity.
5. Must possess the ability to multi-task while meeting deadlines.
6. Must maintain confidentiality in regards to county information and records.
7. Must possess the technical knowledge of operating personal computers and other office equipment as necessary with accuracy and reasonable speed.
8. Must possess the knowledge and ability to practice current and accurate usage of grammar, spelling, and filing procedures.
9. Must possess some bookkeeping knowledge and the ability to perform math calculations, process invoices, and maintain records of expenditures.
10. Must possess the ability to prepare and maintain files and reports.
11. Must possess the overall knowledge of Domestic Relations policies and procedures and the ability to effectively carry them out.
12. Must possess effective interviewing skills.

Physical and Mental Requirements:

1. Must be able to sit, stand, and walk intermittently throughout the workday with frequent twisting, stooping, bending, reaching, grasping, and lifting/carrying objects weighing a maximum of 10 pounds necessary to carry out essential job duties.
2. Dexterity requirements range from coordinated movements of fingers/hands to simple movements of feet/legs/torso as necessary to carry out essential job duties.
3. Must demonstrate emotional stability and the ability to cope with the physical and mental stress of the position.
4. Must be attentive to detail.
5. Must be able to physically and mentally react quickly in the event of a disturbance or physical outbreak.

Duties and Responsibilities:

1. Addresses questions and concerns regarding child and spousal support cases through phone calls, mail, and walk-in service, negotiating and mediating with all parties to resolve any issues that may exist.
2. Maintains, monitors, and conducts periodic tasks/projects regarding assigned caseload.



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Duties and Responsibilities (cont'd):

3. Schedules and reschedules all cases for modification and/or enforcement conferences. Sends court notices to clients or conference dates by regular mail and certified mail. If mail is returned unclaimed, prepares paperwork for Sheriff's department to personally serve clients, if necessary, or sends a postal to the address to verify that client does receive mail at that address.
4. Mails earnings reports to employers and follows up on these reports being returned timely for conference use; contacts employers to verify addresses for payroll when needed and sends follow-up letter to defendants when the earnings reports come back that they no longer are employed by the employer.
5. Reviews and executes income attachments including unemployment compensation, workers' compensation, and social security benefits.
6. Ensures medical coverage is provided in accordance with the support order and that changes in coverage are reported.
7. Prepares contempt of court petitions and brings enforcement cases before the court with written summaries to present to the Judge.
8. Enforces orders for medical and other court ordered bills and acts as a liaison between parties concerning these bills.
9. Conducts investigations to assist with the location of absent parents by using state and federal resources.
10. Files appropriate interstate/intrastate forms to send noncompliant defendant cases if unenforceable by local procedures.
11. Operates computers and other office equipment as needed.
12. Attends meetings and trainings as required to maintain competency.
13. Performs other job-related duties as assigned.

Working Conditions:

1. Works indoors in adequate work space, lighting, temperatures, and ventilation.
2. Average indoor and outdoor exposure to noise and stress but subject to frequent disruptions.
3. Normal indoor exposure to dust/dirt.
4. Travels rarely.
5. Works occasionally with potentially volatile, hostile, or aggressive individuals.
6. Subject to an on-call rotation for periods of one week at a time that may require periodically working beyond normal work hours.



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Acknowledgement:

I am able to perform the essential functions of this position without an accommodation.

Yes _____ No _____ (Initial)

Jefferson County reserves the right to change or reassign job duties or to combine positions at any time. I further understand I am an at-will employee and this Job Description does not constitute a contract of employment.

Jefferson County is an equal opportunity employer and administers all personnel practices without regard to race, color, religion, sex, age, national origin, disability, sexual orientation, gender identity or expression, marital status, veteran status, genetics, or any other category protected under applicable law.

I have read this Job Description and fully understand the requirements set forth herein. I hereby accept the titled position and agree to abide by the requirements set forth as well as policies and will perform all duties and responsibilities to the best of my ability.

(Employee Signature)

(Date)

(Employer Signature)

(Date)