

SUMMIT COUNTY, OHIO

HUMAN RESOURCE COMMISSION

HRC ORDER

Date: June 16, 2022

Order # : 22-02

Whereas the Human Resource Commission met in a public meeting at 11:00 a.m. on Thursday June 16, 2022 to address the request from Prosecutor ;for the HRC to revise/upgrade the classification of Child Support Supervisor from a Category 2 Grade 5 to a Category 2 Grade 8

Whereas the Human Resource Commission has reviewed the proposed request along with supporting documentation and recommended the following action:

The Classification of Child Support Supervisor be revised from A Category 2 Grade 5 to Category 2 Grade 8

Whereas the Human Resource Commission conducted a full discussion of the proposed request;

Whereupon a motion was entered by Mr. Kostoff and seconded by Ms. Silas-Butler to approve the above mentioned action for the Human Resource Commission.

A roll call vote was taken as follows:

Kostoff	Aye
Silas-Butler	Aye

The motion carried.

 6-16-22
James Corbin, Assistant Administrator HRC



COUNTY OF SUMMIT, OHIO
POSITION DESCRIPTION
 An Equal Opportunity Employer

OFFICE: Prosecutor's Office **CLASSIFICATION:** Child Support Supervisor
DEPARTMENT: Child Support Enforcement Agency **CODE:** 29703
DIVISION(S)/UNIT(S): Child Support Enforcement Agency/Supervision

WORKING TITLE: Supervisor

IMMEDIATE SUPERVISOR (TITLE): Social Program Manager, Director of Administration

POSITIONS SUPERVISED (TITLE): Child Support Specialists, Child Support Specialist II's, Senior Child Support Specialists, Genetic Testing Specialists, Intake Specialists, Utility Clerk, Clerical Specialists I, Clerical Specialist II, Clerk I, Clerk II, and Records Clerk I.

Pay Table: 2

Pay Grade: 8

Classified Unclassified

Date Revised: 6/2022

Full-time Part-time Temporary

FLSA Status:

Hourly Salary

Non-Exempt Exempt

Bargaining Non-bargaining

Critical features of this job are described below. They may be subject to change at any time due to reasonable accommodation or compliance mandates, and/or operational management decisions.

JOB RESPONSIBILITIES:

Under general direction; provide leadership, direction, consultation and supervision to assigned staff; perform difficult, technical or specialized support work in establishing and enforcing child support obligations, locating absent parents, and establishing paternity; supervises the implementation of multiple programs and/or specialized programs; plans and develops procedures for program implementation; monitors law, policy and procedural compliance requirements; coordinates exceptional problems, research, and preparation for legal processing and hearings; participates in development, implementation and update of unit policies and procedures; informs, counsels, negotiates and communicates with staff, clients, elected officials and outside agency personnel. Performs other related duties as required.

QUALIFICATIONS OR EQUIVALENT COMBINATIONS OF TRAINING AND/OR EXPERIENCE:

Any combination of training and work experience which indicates possession of the skills, knowledge and abilities listed: Completion of a bachelor's degree in social sciences, accounting, paralegal, public administration, or related discipline plus preferred seven (7) to ten (10) years' experience in child support enforcement or related social service program. Commensurate experience will be considered in place of education. Coursework in leadership, communication, conflict management, and/or mediation recommended.

OTHER REQUIREMENTS: Required certification, license, and special requirements of position (e.g., safety hazards, ability to access the various work sites, lifting, etc.)

Licenses:



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- Possession of valid driver's license, if utilization of a motor vehicle to perform the essential functions is required.
- Must maintain current certifications, licenses.

Physical Demands: The physical demands described here are representative of those that an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this position, the employee may be required to travel to and access the various assigned work sites.
- Job is physically comfortable. Typically requires sitting, walking, standing, bending, keying, talking, hearing, seeing and repetitive motions; use hands to finger, handle, or grasp.
- May occasionally be required to reach with hands and arms and climb or balance. The employee must regularly lift to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close visions, distance vision, color vision and peripheral vision.

Work Environment: The Work Environment characteristics described here are representative of those that an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in an office environment and employee will regularly be exposed to normal hazards associated with an office environment. Employee may be subjected to clients' anger and frustration.

ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this position) * Denotes essential functions of the job.

Percent of Time	Duties
	In all functions of this position the Employee must maintain confidentiality of client data, information, and records.
50-70%	Supervisory Functions: *Supervises and evaluates the work of Child Support Specialists, Child Support Specialist II's, Senior Child Support Specialists, Genetic Testing Specialists, Intake Specialists, Utility Clerk, Clerical Specialists I, Clerical Specialist II, Clerk I, Clerk II, and Records Clerk I engaged in determining initial and continuing establishment and enforcement of Child Support orders of clients, for quality assurance and control, compliance, fair hearings and other administrative appeals, income verification review and processing, collection of overpayments and over issuances, and training; *coordinates activities to ensure timely completion of tasks and projects; *ensures that staff maintain an appropriate work flow to meet department standards; *conducts group and individual employee conferences to discuss or interpret departmental rules, regulations, policies and procedures, and performance problems; receives and resolves employee complaints and makes recommendations to superiors on difficult and complex personnel matters; *communicates administrative decisions, policy changes and directives to appropriate staff; *approves or disapproves leave requests.
30-50%	Administrative Functions: *Supervises and participates in quality control; *develops and implements unit work goals and monitors progress toward these goals; *reviews case documentation for completeness and accuracy; determines and takes necessary action to correct errors; may coordinate and represent agency at administrative hearings, State hearings, and other administrative appeals process; reviews material outlining the County's position regarding complaints and requests for appeals; *ensures compliance with applicable rules, regulations, policies, and procedures governing the Child Support program, appeals, quality control, and other matters related to line operation of Child Support programs; *participates in development of agency objectives, policies and procedures; *provides direction and guidance in the



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appropriate application of policies and procedures to complex or unusual case circumstances; *provides guidance in the use of various automated systems and related tools to meet processing and reporting requirements; receives and responds to inquiries and complaints from the clients, applicants, general public and other agencies; *identifies and resolves operational problems; represents agency in various contacts with governmental and community agencies and facilities, clients/family members and the general public; assists in monitoring reports and analyzing all data sources relevant to agency performance compared with set mandates/standards; collects data and prepares statistical reports.

Other Functions: *Provides quality customer service by assisting clients, agency staff, community agencies, employers, governmental agencies, and service providers in resolving inquiries, complaints, or problems; *presents self in a professional, ethical and culturally sensitive manner to co-workers, staff, other agency personnel, clients, partners, and the public; *adheres to all policies and procedures (e.g. division, agency, county, federal and state); *attends meetings, conferences, workshops, seminars and training to remain current and knowledgeable on agency, provider, and program rules, policies, regulations, procedures and to receive information on available resources as directed; *examines professional and technical publications to remain current on social problems, techniques, and procedures; *demonstrates regular and predictable attendance.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS (* Indicates developed after employment)

Comprehensive knowledge of supervision principles and techniques; department policies and procedures; department goals and objectives; multiple social service programs and their components; court process and structure; government structure and process; agency, state, and federal rules and regulation and applicable laws governing program areas and components; supervision; employee training and development; Ohio Revised Code (support enforcement); work force management; human and public relations; counseling (adults). **Ability to supervise;** motivate, direct and train employees; establish a friendly work unit; interview job applicants; communicate effectively; collect data, establish facts, draw valid conclusions, and determine a specific course of action; prepare accurate, meaningful and concise reports; resolve complaints from clients and officials; handle sensitive inquiries from clients and officials; calculate decimals, fractions and percentages; interpret a variety of instructions in written and oral form. **Must** be proficient in Microsoft Office Suite (e.g., Outlook, Word, Excel, TEAMS, PowerPoint) and possess superior communication, leadership, and organizational skills.

Supervises, assigns and monitors work of a child support unit including case managers, account clerks and clerical staff who perform tasks related to establishment, enforcement, fiscal maintenance and audits of child support cases (e.g., plans, assigns, schedules, reviews work, evaluates job performance, etc.); participates in developing and implementing agency policies; trains and provides guidance to new and seasoned employees concerning case management, investigative practice, and multiple social service programs (e.g., develops and makes training presentations, updates unit procedural materials with assistance from procedures writer, monitors training results and/or progress, etc.); may participate in the interview, hiring process (e.g., may contribute as member of interview panel, evaluates candidates, makes recommendations as required, etc.); receives and contributes to adjusting employee grievances within agency guidelines; reviews employee time records for attendance controls; approves and/or disapproves leave requests; contributes to the work environment mentoring process; conducts formal performance evaluations of employees; documents errors and recommends or initiates corrective action including discipline; recommends commendation; resolves



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conflicts within work unit; conducts unit team meeting; ensures staff have what is required to complete their job duties (e.g. supplies, equipment and IT requests).

Ensures employee accuracy and compliance with agency policies and procedures as well as state and federal rules and regulations (e.g., using available data, monitoring of efficiency and productivity, etc.); monitors and coordinates case assignments, case resolution, special projects, maintenance of escrow accounts and general case management; receives and/or participates in resolving problems as may be required by unit staff and other supervisory/management personnel; continually evaluates staff training needs and recommends training programs; reviews performance data to drive system, structure, program and performance improvements; suggests and implements agency improvements.

Informs and advises various parties of case status, actions needed, court process, etc. in absence of case manager (e.g., clients, law enforcement, human services personnel, and other agencies); counsel clients (e.g., procedures and penalties); fields client and elected official complaint calls; may conduct administrative hearings for termination of support, modification of support, paternity; ensures filings are made in appropriate courts.

May assist in the research and preparation of documentation for presentation to the courts during hearings (e.g., complete support payment history, etc.); may represent the agency as document manager, to the court. Ensures accuracy of auditing case management records; may monitor transactions and review accounts; prepares documents and reports as necessary or required. Attends meetings, conferences and seminars as assigned; represents agency with other community agencies and groups and other governmental agencies; participate in Ohio CSEA Directors' Association committees as assigned.

Disclaimer The intent of this description is to illustrate the types of duties and responsibilities that will be required of positions given this title and should not be interpreted to describe all the specific duties and responsibilities that may be required in any position. Directly related education/experience beyond the minimum stated may be substituted where appropriate at the discretion of the Appointing Authority. County of Summit reserves the right to revise or change job duties, job hours, and responsibilities.

I have read, and understand the duties and responsibilities listed in this position description. This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. I understand that this position description is not an employment contract and that the County of Summit and/or the Elected Officeholder reserves the right to alter the position description at any time.

Acknowledged:

Employee Signature

Date

Employee Name (Printed)