

MN Merit Job Description

Support Enforcement Aide

Kind Of Work

Under general supervision, obtains accurate information, documents and collects genetic materials for use in establishing paternity and child support orders within the State of Minnesota; initiates the sanction process on child care and public assistance for uncooperative custodial parents; enters required information into the computer system to ensure data integrity and determine next case action; monitors accounts for compliance with court ordered payment plans; opens and closes cases; may maintain a specialized caseload; and performs related work as assigned.

Examples Of Work (Illustrative Only)

- Evaluates and processes a caseload in order to proceed with legal actions in proper jurisdictions by identifying and obtaining sufficient documentation required for child support officers to establish court orders for child support or paternity, or proceed with support enforcement actions.
- Requests paternity affidavit and/or financial statements from custodial parent/non custodial parent in person, by phone and/or through written correspondence.
- Arranges interviews and appointments for genetic testing of alleged fathers, mother and child to establish paternity.
- Reviews court orders establishing support payments and updates the computer system which generates billings, case management reports and statistical reports.
- Enters data into computer system.
- Interview applicants to obtain factual information in completing the necessary paperwork and to open and maintain IV-D case files.
- Investigates the identity, location and financial status of absent parents by making telephone and written inquiries to individuals and agencies and reviewing relevant case files.
- Researches corroborating databases to verify and obtain current drivers' license, wage match, address and employer information for the custodial and non-custodial parents; researches public assistance status, Social Security information and any related child support cases.
- Audits the files, ensuring that the court order and judgment are docketed correctly.
- Analyzes accounts by calculating support due, support paid, reviewing payments to ensure that balances due are correct and reviews accounts to ensure that billing information is correct.
- Monitors on-going accounts for compliance with court orders and recommends action with regard to delinquent accounts, i.e., income withholding, referring case to child support officer to pursue court remedy.
- Responds to written and phone inquiries from custodial and non-custodial parents, other staff, counties, states, attorneys and payers of funds.
- Prepares monthly caseload statistics for supervisor to ensure that program deadlines are met.
- Handles case correspondence and performs necessary case maintenance.

- Assists in implementing program changes as mandated by the legislature and Department of Human Services.

Knowledge, Skills And Abilities Required

- Knowledge of federal, state, and county laws, regulations, guidelines, policies and procedures relevant to the work of the child support unit.
- Knowledge of Minnesota Data Practices Act as it pertains to the activities of the unit.
Knowledge of income maintenance programs and eligibility requirements.
Knowledge of the databases maintained by federal, state, and county jurisdictions and the flow of information between these databases in order to access, change and print relevant case information.
Knowledge of legal terminology as it applies to assigned child support unit duties.
Knowledge of human behavior.
- Ability to handle a large volume of work in an efficient manner.
- Ability to handle frequent public contact, including contact with individuals who are hostile or uncooperative.
- Ability to communicate effectively both orally and in writing.
- Ability to interpret written materials.
- Ability to establish and maintain effective working relationships with co-workers, clients and personnel from other organizations and employers.
- Ability to maintain effective working relationships with individuals from all cultural, occupational and socioeconomic backgrounds.
- Ability to obtain and maintain information from multiple types of databases and paper file systems.
- Ability to enter and retrieve data from a computer system using a keyboard.
Ability to handle confidential information with discretion
- Ability to conduct an effective interview
Ability to understand written guidelines and laws.
- Ability to understand and apply office policies, including those that pertain to data and physical security.
Ability to prioritize, organize, process, and complete high volumes of case work accurately and in a timely manner.
- Skill in completing case documentation and related requirements (including collecting genetic materials) for child support enforcement.
Skill in obtaining information from multiple databases for the purpose of determining paternity and establishment.
- Skill in investigative tools used to locate absent parents.

Minimum Qualifications Of Education And Experience

Three years of increasingly responsible clerical experience or experience working with the public.

Class Code 936
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