



The Klamath Tribes
501 Chiloquin Blvd./P.O. Box 436
Chiloquin, Oregon 97624

Phone: (541) 783-2219
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OPEN: 09/27/17
OPEN UNTIL FILLED

EXEMPT ___
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: CHILD SUPPORT CASE MANAGER

RESPONSIBLE TO: Child Support Enforcement Program Manager

SALARY: GS-6 \$31,063 - \$39,941 Annual/Full Benefits
GS-7 \$34,137 - \$44,371 Annual/ Full Benefits
GS-8 Full Benefits (Only for employees with 10+ years of service)

Starting salary will be determined by funding, experience, and training level and normally is not above the first grade, mid-step range.

CLASSIFICATION: Non-Management, Regular, Full-Time

LOCATION: The Klamath Tribes
Child Support Enforcement
116 Chocktoot St.
Chiloquin, OR 97624

INTRODUCTION

The Child Support Case Manager will establish and maintain child support files and assist customers in establishing child support and securing current and delinquent child support payments in accordance with the Child Support Enforcement Ordinance, Klamath Tribes Child Support Enforcement Rules and Procedures Manual, and applicable tribal and federal Regulations. The position conducts investigations to establish paternity, locate the non-custodial parent, and determine the ability for the parent to pay support.

MAJOR DUTIES AND RESPONSIBILITIES

1. Assist the Child Support Enforcement Program Manager in processing cases for possible court action according to established law, rules, policies, procedures, and Tribal Ordinances. May be required to present cases in Tribal Court.
2. Establish and maintain child support files in accordance with The Klamath Tribes Child Support Enforcement Policies & Procedures.
3. Establish, modify, enforce, and provide accounting records for child support orders by deciding needed action, initiating and recommending administrative and judicial legal action, and assisting with the preparation of cases for hearing.
4. Interview individuals to obtain pertinent information related to child support and related paternity cases.
5. Provide case management services to customers in establishing child support and securing current and delinquent child support payments.
6. Continually assess resources to maintain progress in case management plans. Contact and retrieve relevant information related from other jurisdictions, as needed.
7. Conduct an annual review of Child Support Cases assigned within caseload, updating all necessary requirements.
8. Maintain customer's child support case record, review case notes, and monitor activity to keep child support cases up to date. Log pertinent events and information.
9. Assist with the annual Per Capita Garnishment process for Child Support amount owed.
10. Process child support payments received. Maintain accounting records of all documents on child support payments received from customers. Update the customer financial database and distribution database. Prepare appropriate documents for submission to the Finance Department for check processing
11. Respond to general inquiries from the public.
12. Contact and retrieve relevant information related from other jurisdictions, as needed.
13. Contact agency customers and other service providers via telephone, written correspondence, and through in-person interviews to gather information to establish support orders and to establish and enforce paternity. This may require travel.

Position Description: Child Support Case Manager

Revised: 09/2017

Page 2 of 6

14. Assist with the locating of parents and the establishment of parent's support capability. Perform DNA testing to establish paternity, when necessary. Utilize an automated system to input and extract information and generate reports and documents.
15. Analyze information, calculate support obligations, and assure correct application of monies to child support cases using a variety of laws, guidelines, policies, and procedures relating to child support.
16. Review cases with other agency staff, attorneys, states, and parties to each child support case.
17. Provide updated/current material to child support customers regarding services available.
18. Regularly meet with the CSE Program Manager to discuss issues regarding child support cases.
19. Participate in mandatory and preferred trainings/conferences. May be required to travel to attend meetings or conferences.
20. Assist with establishing training procedures for Child Support Enforcement staff.
21. Other duties as assigned.

SUPERVISORY CONTROLS

Work is performed under the general supervision of the Child Support Enforcement Program Manager. Employee works independently, referring unusual problems or matters affecting policy to the supervisor. Work and records are reviewed on a regular basis to ensure program compliance.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to meet with the public and staff in a courteous, professional manner using tact, diplomacy, and mature judgment.

Ability to work with Klamath Tribal Members of varying social, educational, and economic backgrounds.

Ability to accurately keep and maintain complete records in accordance with the policies and procedures. Time management and organization skills are required.

Position Description: Child Support Case Manager

Revised: 09/2017

Page 3 of 6

Good public relations and interpersonal relationship skills.

Ability to function effectively under pressure of time and/or demands of several tasks at once. Problem solving skills are required to be successful in this position.

Ability to perform work and accomplish tasks in accordance with established policies and procedures of the department.

Ability to organize and analyze information about individuals through records, interviews, and professional sources for casework.

Ability to operate vehicles safely under all types of weather conditions and traffic situations.

Clear, positive communication skills are required for this position, with the ability to communicate orally and in writing for the purpose of providing instructions, completing forms, applications, obtaining information, and conveying messages.

Above average technology skills with the ability to operate a computer with knowledge of various software programs.

Ability to maintain strict confidentiality of records and information pertinent to the nature of the work.

QUALIFICATIONS, EXPERIENCE, AND EDUCATION

- Associates degree in Business Administration, Criminal Justice related field and a combination of 2 years of related work experience, **REQUIRED, OR** a relevant combination of education and work experience equal to four (4) years may be substituted, **REQUIRED.** *(Copy of degree or transcripts must be submitted with application.)*
- One (1) year of demonstrated case management experience, **REQUIRED.**
- Previous work experience and knowledge of the aspects and challenges of Native Americans living in culturally, socially, and economically disadvantaged communities, preferred.
- Knowledge of Child Support Enforcement laws and regulations, preferred.
- Computer experience, **REQUIRED.** Emphasis will be in the use of Microsoft Word, Excel, database systems, and work in a networked environment.
- Must submit to and clear an alcohol/drug screen test, **REQUIRED.** *(Employment will be contingent upon clearing the required alcohol/drug screening test.)*

Position Description: Child Support Case Manager

Revised: 09/2017

Page 4 of 6

- Must possess a valid Driver's License, have a good driving record, and be insurable by the Klamath Tribes. If you possess an out of state license you must obtain and maintain a valid Oregon Driver's License within initial 90-day probationary period as a condition of employment, **REQUIRED**. *(Copy of valid DL must be submitted with application.)*
- Must submit to a background and character investigation, as per tribal policy. Following hire must immediately report to Human Resources any citation, arrest, conviction for any traffic, misdemeanor or felony crimes, **REQUIRED**. *(Employment will be contingent upon clearing the required criminal records background check.)*
- Must accept the responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64, General Council Resolution #2005 003, all Tribal Staff are considered mandatory reporters. In addition, Oregon Revised Statute (ORS) 419B.010 identifies this position as having the duty to report child abuse, **REQUIRED**.

INDIAN PREFERENCE

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference.)*

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURES:

Submit a Tribal ***Application for Employment*** with all requirements and supporting documentation to:

**The Klamath Tribes
Attn: Human Resources
P.O. Box 436
Chiloquin, OR 97624**

Position Description: Child Support Case Manager

Revised: 09/2017

Page 5 of 6

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a tribal application, or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply, in accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference".

Applications will not be returned.