



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

Phone: (541) 783-2219  
HR Fax: (541) 783-2836

EXEMPT \_\_\_\_\_  
NON-EXEMPT X

OPEN: 12/22/22  
CLOSE: 02/09/23

**POSITION DESCRIPTION**

**POSITION:** CHILD SUPPORT CASE MANAGER TRAINEE

**RESPONSIBLE TO:** Judicial Director

**SALARY:** Step Range: 9-28; Full Benefits  
Salary Range: \$34,912 - \$61,219  
Hourly Range: \$16.78 - \$29.43

**CLASSIFICATION:** Non-Management, Regular, Full-Time

**LOCATION:** The Klamath Tribes Tribal Court  
35601 S. Chiloquin Road  
Chiloquin, OR 97624

**BACKGROUND:** Comprehensive Employment

**POSITION OBJECTIVES**

The Child Support Case Manager Trainee will be trained on how to establish and maintain child support files and assist clients in establishing child support and securing current and delinquent child support payments. Provided services will be in accordance with the Child Support Enforcement Ordinance, Klamath Tribes Child Support Enforcement Rules and Procedures Manual, and applicable tribal, state and federal regulations. The position will be trained on how to provide locate services for cases, locate the non-custodial parent, and determine the ability for the parent to pay support.

**MAJOR DUTIES AND RESPONSIBILITIES**

1. Training to learn how to process 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. Training to learn how to complete locate services for parents by using the Federal Parent Locating Services portal. Research parent's whereabouts to locate a current address or employment information. This position uses various methods of researching tools to locate current address or employment information.
3. Training will be provided to learn how to establish and maintain child support files in accordance with The Klamath Tribes' Child Support Enforcement Policies & Procedures.
4. Training on how to 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.
5. This position will be trained to provide case management services to clients in establishing child support.
6. This position will be trained on how to Interview individuals to obtain pertinent information related to child support and related paternity cases.
7. Contact agencies, clients 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.
8. Training will be provided to learn how to Locate parents and assess the establishment of parent's support capability. Investigate non-paying parent(s) whereabouts and employment status for appropriate action regarding a tribal case.
9. Training on software used for the Child Support Case Management to input and extract information and generate reports and documents.
10. Contact and retrieve relevant information related from other jurisdictions, as needed. Work co-operatively with intergovernmental cases and partnering agencies. Follow Tribal and applicable federal and state law regarding client cases.
11. Maintain client child support case records, review case notes, and monitor activity to keep child support cases up to date. Log pertinent events and information.
12. This position will learn how to 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. Maintain an accounting of child support owed on each tribal case.
13. Conduct an annual review of Child Support Cases assigned within caseload, updating all necessary requirements. Mail out statements to clients regarding arrears owed.

14. Obtain and maintain the State of Oregon Notary Commission. Provide Notary services to tribal clients, membership and staff, when appropriate.
15. Review cases with other agency staff, attorneys, states, and parties to each child support case.
16. Provide updated/current material to child support clients regarding services available. Process service document to clients when appropriate.
17. Develop forms, templates, spreadsheets, and reports. Complete quarterly and annual reports
18. Respond to general inquiries from the public.
19. Regularly meet with supervisor and peers to discuss issues regarding child support cases.
20. Participate in mandatory and recommended trainings/conferences. May be required to travel to attend meetings or conferences.
21. The incumbent will be called upon to accomplish other tasks within their scope of work.

### **SUPERVISORY CONTROLS**

Work is performed under the general supervision of the Judicial Director. 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, ABILITIES**

Good public relations and interpersonal relationship skills.

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

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.

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.

Ability to plan, prioritize and accomplish workload. Time management and organization skills are required.

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.

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, EDUCATION**

**Minimum Qualifications:** *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application.)*
- **REQUIRED** to possess a minimum of one year of relevant work experience/education. *(Must submit copy of transcripts with application for verification of educational experience.)*
- **REQUIRED** to complete the State of Oregon Notary test to obtain a notary commission. Must maintain notary status during term of employment. *(Must obtain certification within 90 days of hire.)*
- **REQUIRED** to have some computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be

insurable by The Klamath Tribes' vehicle insurance policy. *(Must submit copy of driver license with application.)*

- **REQUIRED** to adhere to The Klamath Tribes Alcohol and Drug Free Workplace policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.
- **REQUIRED** to be fully vaccinated for COVID-19 or have approved exemption status before the first day of employment, as per the Klamath Tribes' COVID-19 Mandatory Vaccination Policy. Contact HR for exemption process.

**Preferred Qualifications:**

- Previous work experience and knowledge of the aspects and challenges of Native Americans living in culturally, socially, and economically disadvantaged communities is preferred.

**INDIAN PREFERENCE**

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

**ACKNOWLEDGEMENT**

This position description is intended to provide an overview of the requirements of the position. It is not necessarily 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 PROCEDURE**

Submit The Klamath Tribes ***Application for Employment*** with all requirements and supporting documentation to:

**The Klamath Tribes  
ATTN: Human Resource**

**P.O. Box 436  
Chiloquin, OR 97624**

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.

<b>EMPLOYEE ACKNOWLEDGEMENT:</b>	
I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.	
<b>Employee (printed name)</b>	<b>Employee (signature)</b>