



COLUMBIA COUNTY, OREGON
JOB TITLE: CHILD SUPPORT AGENT I
DATE: JANUARY 1, 2024

EXEMPT (Y/N):	No	CLASSIFICATION:	CSC
DEPARTMENT:	District Attorney's Office	JOB CODE:	076
SUPERVISOR:	Chief Legal Secretary	SALARY RANGE:	23
UNION (Y/N):	Yes	LOCAL:	AFSCME 1442

GENERAL STATEMENT OF DUTIES: Perform administrative activities to facilitate the determination and collection of child support payments.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other related duties may be assigned.

Maintain a thorough understanding of current child support laws, guidelines and procedures, both on the federal and state level, as well as a thorough understanding of the state case management system.

Assist in maintaining confidentiality of records and office security per federal and state requirements. Complete required certifications and audits and adhere with updated procedures. Assist with monitoring and maintaining the State Child Support computer system security for compliance with federal and state requirements.

Assist in determining when a case meets criteria for misdemeanor or felony prosecution and prepare appropriate legal documents. Review case with prosecuting attorney, prepare court order, testify at hearings and create and monitor compliance agreements. Monitor cases for compliance with terms of court ordered probation. Prepare documents for violation hearings, prepare evidence and testify at trials for cases not in compliance. Respond to inquiries from attorneys and clients regarding processes and procedures of child support.

Prepare and file paperwork on paternity cases. Conduct investigations in paternity matters when necessary to establish the rights of a child, including interviewing, taking written statements and affidavits concerning allegations. Obtain records as evidence and prepare data for presentation during the court hearing, if required.

Prepare satisfaction and suspension of support payments. File documents and provide to parties involved when necessary.

Compute and determine arrearages owing and prepare documents to add and establish arrearages through judicial or administrative action. Assist with enforcement procedures, including bail, license suspensions, garnishments and lien actions.

Initiate and respond to interstate/international requests under URESA/UIFSA Act, including establishment, enforcement, modification and paternity actions.

Attend training as required to maintain a thorough understanding of current child support laws, both federal and state.

Provide customer service which includes communicating with customers, partner agencies, the courts and other jurisdictions.

Perform administrative duties including preparing documents for process service, preparing cases for administrative hearings and uploading information in the appropriate portals.



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Follow all safety rules and procedures established for work areas. Comply with all relevant state and county policies and procedures.

Maintaining regular attendance during the assigned work schedule is an essential requirement of this position. The ability to serve and meet in person with members of the general public, co-workers, and others is required.

SUPERVISORY RESPONSIBILITIES: Supervision of employees is not a responsibility assigned to this position.

SUPERVISION RECEIVED: Work is performed under the general direction of the Chief Legal Secretary who provides policy, procedure, and administrative direction and reviews performance.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Equivalent to a high school diploma. Two years' experience in legal office practices and procedures. Any satisfactory combination of experience and training, which demonstrates the required knowledge, skills, and abilities may be substituted for the above requirements.

DESIRABLE QUALIFICATIONS: Team player willing to work collaboratively toward shared goals and be open to diverse ideas and perspectives. Receive constructive feedback in a positive manner.

CERTIFICATES, LICENSES, REGISTRATIONS: Ability to become a Notary Public within 30 days of hire. Should possess a valid driver's license and be insurable under the county's liability policy.

KNOWLEDGE, SKILL, AND ABILITY: Thorough knowledge of federal and state child support guidelines, policies and procedures, and case management system. Knowledge of state coding system and code abbreviations. Thorough knowledge of legal office practices and procedures, court proceedings, and related documents.

Skill in case management software programs and Microsoft Office products.

Ability to:

- Organize, prioritize, and produce an accurate work product and meet deadlines.
- Express ideas effectively, both verbally and in writing. Use sound judgment.
- Adapt to change or new situations and openly acknowledge and work through conflict. Accept responsibility and be able to work well with ambiguity.
- Work independently and as a team.
- Act in such a manner as to maintain the confidentiality of the records and issues and other matters that may be encountered.
- Develop and maintain harmonious and effective working relationships with employees, other agencies, county officials, and the general public.
- Understand and interpret support enforcement laws and orders.
- Remain calm and use good judgment during confrontational or high-pressure situations.



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SPECIAL NECESSARY QUALIFICATIONS: Must be able to pass a pre-employment background screening.

PHYSICAL DEMANDS: The physical demands described here must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Minimal, involving the movement of files, books, boxes, equipment, etc. seldom exceeding 20 pounds.

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

General office environment. Frequent exposure to the public which may include upset or dissatisfied individuals.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

***Columbia County has the right to revise this job description at any time.
This description does not represent in any way a contract of employment.***