

**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Support Officer 1	<b><u>CLASS NUMBER:</u></b> 70001	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Child Support Enforcement Agency	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> New Hire: 270 Days Promotion: 270 Days Lateral Transfer to new department: 90
<b><u>BARGAINING UNIT:</u></b> Teamsters	<b><u>PAY GRADE:</u></b> T10	<b><u>POSITION CONTROL #:</u></b>
<b><u>POSITION LOCATION:</u></b> 80 East Fulton Street, Columbus, Ohio 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Support Officer Supervisor
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b>		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Support Officer 1 classification is to enforce and modify child support obligations in local, intrastate, and interstate cases through statutorily allowed means.

**JOB DUTIES:**

Investigate, audit and interview for paternity and support obligations in accordance with applicable statutes, rules, regulations, and other requirements. Review and interpret judicial and administrative orders, payment records, case narratives, case files, and other documents. Prepare accurate calculations of arrearage due on accounts based upon the interpretations and in accordance with state and agency policy. Respond to written and verbal communications from obligors, obligees, and/or other child support agencies, entities, individuals, or organizations. Utilize agency, state, federal, and/or other resources to obtain and verify accurate and current information regarding the place of residence, source of income, assets, and other relevant information concerning the obligor. Comply with all confidentiality and FTI regulations and policies.

Provide general and specific information and respond to clients, other involved agencies and attorneys via telephone, written letters, electronic mail and face-to-face discussions. Prepare case summaries and other related documents and correspondence. Extract and accurately interpret information. Regularly review and develop a comprehensive knowledge of the CSEA manual, ODHS Child Support manual, and other regulations. Attend all training and mandatory meetings. Verify financial data, wage attachments, and other data regarding support matters. Assist in covering caseloads and walk-ins. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of public relations; office policies and procedures; interviewing; social sciences. Skill in word processing; dictation; equipment operation. Ability to interpret extensive variety of technical material in books, journals and manuals; calculate fractions, decimals and percentages; maintain accurate records; gather, collate and classify information about data, people or things; handle sensitive inquiries from and contact with officials and general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree with coursework emphasis in business administration with six (6) months of social work experience.

**Additional Requirements**

Must meet background check requirements.

**Supervisory Responsibilities**

None required.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date