

NOTICE

CHILD SUPPORT CLERK SPECIALIST

Annual salary: \$30,000.00/annually

Location: Child Support Recovery Unit, Creston, Iowa.

Description:

This position is located at the Creston Child Support Recovery Unit through an Intergovernmental Contract with Cass County and performs casework activities as a member of an office team to secure, modify or enforce child support and medical orders. Under the general supervision of the Child Support Recovery Supervisor, this position supports the Child Support Recovery Unit by providing a variety of administrative support duties of a quasi-administrative nature to conduct specialized technical and clerical processes. Communicates with a variety of in and out of state agencies including: human services, attorneys, clerks of court, county sheriffs and other related entities to achieve the goals of the Child Support Recovery Unit.

Responsibilities include various support tasks including demonstrating strong customer service skills with face to face and telephone contact with customers who may be difficult. Will work with customers who may be reluctant to establish, modify or pay child support orders. Requires a strong personality that can be tactful and compassionate under stressful or difficult situations. Employee may assist with establishment and specialized enforcement tasks as well as second level location through the internet and various automated systems.

This position requires a highly motivated, organized individual with excellent written and verbal communication skills, and the ability to:

- Manage assigned case work and demonstrate critical thinking skills required to complete tasks independently.
- Read and comprehend complex instructions including federal, state and local laws, policy and procedures applicable to the Child Support Recovery program and apply it to child support casework.
- Produce work that requires extreme accuracy.
- Prioritize tasks and time to meet established performance goals and critical deadlines.
- Interact with employees and customers in a manner that is consistent with quality customer service delivery.
- Resolve problems/issues by using good listening and positive conflict resolution skills.
- Adjust and adapt to work pressures, change or difficult situations impacting people or groups without unusual stress reactions.
- Work productively in a team environment. The ability to manage group processes; encourages and facilitates cooperation, pride, trust and group identity, fosters commitment and team spirit; works with others to achieve goals.
- Accurately enter, retrieve, file, generate and correct case folders and/or information from ICAR and various data base systems.
- Accurately sort and scan physical mail; index and retrieve electronic mail from Electronic Mail System.
- Navigate efficiently in a Windows environment.

- Proficient in Microsoft Office: Word, Excel and Google and the ability to learn and use other personal computer programs as necessary.
- Perform mathematical calculations needed to accurately reflect support obligations.
- Comprehend and adhere to the confidentiality provisions stated in the Code of Iowa.
- Maintain high attendance as excessive absenteeism negatively impacts the child support program.
- Write clear, concise and accurate letters that are grammatically correct.
- Travel occasionally when work is required outside of the office.

Minimum Qualifications: Experience equal to three years of full-time clerical or closely related work;

OR

an equivalent combination of education and experience, substituting graduation from high school, G.E.D. equivalency or satisfactory completion of a recognized correspondence or formal job-related training course at the high school or equivalent level such as that offered by WIN, OEO, CEP, CIVEC or similar programs, for one year only of the required experience;

OR

an equivalent combination of education and experience, substituting nine months or thirty semester hours coursework in an accredited business school, college or university for each year of the required experience;

Closing Date: Friday, January 13, 2017

To apply:

Submit a completed application form, resume, three work-related references, and cover letter by Friday, January 13, 2017 to IowaWORKS at 215 North Elm, Creston, IA 50801. The cover letter should describe how your education and experience qualifies you to meet the competencies described above for the position of Clerk Specialist. You may also email or fax your application, resume, references, and cover letter. Email to: region14.web@iwd.iowa.gov. Fax to: 641-782-7060. To obtain an application, please contact IowaWORKS Development at 641-782-2119, ext. 2.

The Child Support Recovery Unit will not be accepting applications in their office. All questions and correspondence should be directed to IowaWORKS office at 641-782-2119, ext 2.