Wilson County Department of Social Services

Build a career with us!

Paid Health Insurance for employees | Dental | Longevity Pay | 401-K | Life Insurance
Vacation/Sick Leave | 11 Paid Holidays | Flex Care | Travel Reimbursement

Career Opportunity for Child Support Lead Agent

Position: ***2 Open Positions***	**Salary Grade:** 66
Job Order: 10096214	**Salary Range:** $32,760 - $55,416

* SALARY NEGOTIABLE WITHIN THE RANGE BASED ON EDUCATION, EXPERIENCE AND OTHER QUALIFICATIONS

If you are looking for a professional career that allows your creativity to thrive connecting program staff development to customer relations and policy interpretations. Apply today!!

DESCRIPTION OF WORK: Responsibilities include performing at an advanced level in facilitation of excellent customer service, interviewing custodial and non-custodial parents in the Child Support program. Employee will obtain vital information, trust, cooperation and diffusing hostile situations. Coaching parents surrounding their parental responsibility. Also provides case management at an advanced level to accurately establish child support court orders, absent parent location, process all documents timely, efficient and thorough monthly preparation for court. Establish and maintain knowledge of the judicial and legal process relating to Child Support. Regularly review and monitor Child Support Agent's paperless case files to ensure program compliance. Individual in this position will work closely with the Team Leader to identify Child Support Agents and Administrative staff's initial and ongoing training needs. Individual will be responsible for developing a thorough knowledge (becoming an expert) of all program performance reports and Child Support policy. Responsible for developing, implementing, evaluating and marketing educational and informational Child Support awareness forums in the community. Also responsible for practicing at an advanced level confidentiality and professionalism. Manages highly sensitive and legal information daily. Employee in this position will attend team meetings, local/State meetings and meet with program consultants. Requires excellent interpersonal skills to work with co-workers, leadership, agency attorney, judicial system, State Office, consultants and community partners in a professional manner. Capability to work compassionately, trustworthy, ethically and with self-awareness while serving customers. Actively participates in the team's Leading by Results performance. Employee in this position will need to perform the following competencies at an advanced level:
1)team work 2)customer service 3)coaching 4)collaboration with community partners 5) time management 6) documentation in a paperless system 7)accuracy and attention to detail 8) planning and organization 9 effective communication 10) problem solving 11) strong work ethic 12)technical ability 13) initiative and 14) interpersonal skills. In the absence of the Team Leader this position will perform designated supervisory functions. Must have a valid driver's license and dependable transportation.

MINIMUM EDUCATION AND EXPERIENCE: Graduation from high school and three years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge's, skills, and abilities needed to perform the work; and one year in IV-D; or an associate degree in business administration, human resources, law enforcement or closely related degree and two years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge's, skills, and abilities needed to perform the work; and one year in IV-D; or a four year degree and one year in IV-D or an equivalent combination of education and experience.
Preferences: Thorough Knowledge of Child Support Program and applicable legal and court procedures. Ability to interview customers and absents parents and related resources, and to investigate cases. Effective organizational/time management skills and excellent interpersonal skills. Ability to summarize case information.
Degrees must be from appropriately accredited institution. **A certified copy of college transcripts will be requested at time of interview.**

APPLICATION PROCESS: Applicants must complete and submit a Wilson County application. A resume may be attached but is not a substitute. Incomplete or unsigned applications will not be processed.

Deadline: Continuous Until Filled	Drug Screening Required	E-Verify Employment Eligibility Verification
Posting Date: March 7, 2012		

APPLICATIONS CAN BE OBTAINED BY APPLYING ON LINE AT WILSON-CO.COM OR CONTACTING:
Employment Security Commission | 302 Tarboro St. West | Wilson, North Carolina, Telephone: (252-234-1129)