



Posting Date: June 26, 2024

Job Title: Child Support Legal Technician (Intake and Ongoing)

Division: Div. Child Support Services

Department: Human Services

Reports To: DCSS Supervisor

Salary: \$37,440/Annual after successful completion of 90 day probationary period. \$17.64/hour during probationary period.

FLSA STATUS: Non-Exempt

Apply: Trinidad Workforce Center
140 N. Commercial Street
Trinidad, Colorado 81082

Primary Responsibilities:

- This position receives assignments from the Lead Child Support Technician and Supervisor for support services to assist the division in the provision of daily routine tasks and client services. This position requires computer data entry skills (including but not limited to court hearing notes) so as to accurately enter required case information into the ACSES system upon intake and for ongoing cases as assigned. Position also requires management of case files; filing and scanning documents, completing required forms, making copies, greeting clients and providing customer service (including client payment processing and issuing receipts), or other items as assigned.

Essential Functions:

Essential functions, as defined under the Americans with Disabilities Act (ADA), may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:

- Under supervision of the Divisional Lead and Supervisor, this position provides clerical and administrative support to the division supervisor and technicians. This will include assisting division Supervisor when requested with division program needs. This may include assistance with division reports and deliverables.
- Position must be able to establish positive relationships with agency staff, community agencies and professionals so as to gather needed information to complete a task.
- Provide customer service through phone, email or in person for proper case management and compliance including initial interviews and application review to obtain sensitive information.
- Apply behavioral techniques to case management and assess barriers to refer customers to community resources.
- Analyzes, evaluates and utilizes information from different databases for information, location and skip tracing (COVIS, DMV, DLE, courts etc.).
- Understand the ledger, prepare arrears calculations, follow state and county allocation policies, and verify information to ensure accuracy.
- Ensuring proper identity of clients, Identify/determine and implement non-disclosure of information, and follow all IRS laws surrounding confidentiality and penalties.
- Position will require, under the direction of the division Lead and Supervisor, data entry and processing of state and local agency reports.
- Position will be required to assist with organization and attend division or department meetings or events; and any new duties if division rules or processes change.
- Positions may be assigned additional duties based on the Child Support division Supervisor's needs.
- Performs other related duties and responsibilities as required or assigned.

Requirements and Qualifications:

- A valid driver's license and current automobile insurance is required.
- Applicants will be required to submit to a criminal/background history and pre-employment drug screen.
- A professional and appropriate dress code is in effect for all employees of the office

Must possess the ability to:

- Apply basic math, read, interpret, and apply manual regulations.
- Communicate clearly and concisely, both verbally and in writing with both the public and agency staff.
- Develop and maintain working relationships with applicants, recipients, co-workers, advocacy groups, legal representatives, the public and other agencies.
- Input data accurately, detect errors and make corrections in a fast paced, high volume environment.
- Ability to assess client needs through a developed rapport.
- Ability to motivate and direct clients.
- Ability to obtain information from a resistive client.
- Ability to exercise individual initiative in problem solving, particularly in regards to identifying and solving barriers to self-sufficiency.
- Ability to organize tasks, manage time, analyze facts, and make decisions. This includes conducting monthly inventory reviews and ordering necessary supplies with approval of the division Supervisor.
- Ability to serve clients in the appropriate time frame of the program and or their visit to the office.
- Knowledge of all programs, rules, regulations and procedures.
- Basic computer skills - Word, Excel and Power-point are helpful.
- Must have working knowledge of Google, including Docs, Forms, Email, Sheets, Chats, and other Google platform applications.
- Must attend and pass required state training for access to databases and those related to initial and ongoing child support programming.

Qualifications:

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.

Language Ability:

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

Math Ability:

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Computer Skills:

To perform this job successfully, an individual should have knowledge of word processing software, spreadsheet software, payroll systems, database software, and state defined case management systems.

Competencies should include:

1. TECHNICAL & FUNCTIONAL EXPERTISE

2. CUSTOMER SERVICE
3. FOCUS
4. COMMUNICATION, COLLABORATION, & TEAMWORK
5. INDIVIDUAL & SHARED ACCOUNTABILITY

Minimum Qualifications

- Experience: Two (2) years full time responsible office clerical or extensive public contact experience preferred.
- Education: Associates Degree in Arts, Sciences, Applied Sciences, or General Studies.
- Background Check: Must pass a criminal background check (Colorado Bureau of Investigation and Federal Bureau of Investigation fingerprinting) and drug screen.
- Valid Driver's License: A valid driver's license is required

Preferred Requirements

- Bachelor's Degree in business, accounting, or human service related field from an accredited college or university or a degree in one of the behavioral sciences.
- Five (5) years of direct experience in customer service and community outreach.

PHYSICAL DEMANDS: Position requires substantial movement with respect to repetitious standing and sitting within the office area and in the public. On occasion, may be required to lift light to moderately heavy loads.