



DELAWARE TRIBE OF INDIANS

JOB DESCRIPTION

Position:	Child Support Services Financial Specialist
Department:	Child Support Services
Employment Status:	Regular/Non-Exempt
Class:	Full-Time
Location:	Caney, KS
Immediate Supervisor:	Family & Children Services Director

GENERAL DESCRIPTION:

Position involves monitoring, disbursing, and collecting child support payments received by the Delaware Tribe's Child Support Services (CSS) program. Position requires ability to properly process received CSS payments and disburse collections expeditiously. Must complete complex child support calculations and certify accounts accurately to clients, courts, and attorneys involving other state and Tribal jurisdictions may be necessary.

Provide comprehensive child support services to children, custodial and non-custodial parents by performing interviews, investigations, financial negotiations, and collections. Work includes monitoring ongoing cases, conducting research and consultations, assisting preparation and modification of legal documents, negotiating stipulations, coordinating the processing of warrants and hearings. Document financial activities and produce statistical and financial records.

In addition to the financial obligations, the position will also serve as the primary receptionist/office coordinator for the CSS department.

QUALIFICATIONS;

Associate's Degree in Business Administration, Accounting, Finance or other business related field is required. Five years experience in related field may be considered as substitute for degree. A minimum of two years' experience in social services or accounting is required. Paralegal education may be substituted for required experience. Requires proficient ability to read court orders, assess/evaluate legal documents, and enforce child support guidelines.

Must have the ability to comprehend and interpret a variety of documents which may include tax forms, expense reports, case records, statutes, statistics, etc. ability to interact tactfully and positively with Tribal members and all levels of staff in a culturally diverse environment, experience dealing with individuals in crisis including strong customer service skills and the ability to defuse tense situations. Must have a working knowledge of commonly used office machines and computer software including multiple line telephones, (i.e. proficient in Microsoft Office programs). Must be able to work flexible hours. Must possess a valid driver's license and be insurable. Must successfully pass a background check (no felony convictions or misdemeanor convictions for offenses relating to children) and drug test.

DUTIES AND RESPONSIBILITIES;

1. Perform financial case management services, which includes calculating child support obligations and debts; initiating collection actions; negotiating repayment of child support debts, for active clients.
2. Comply with Federal, Tribal and applicable State codes, regulations, agreements, policies and procedures.
3. Coordinate with Tribal Chief Financial Officer and Tribal Accounting Department to develop and submit all child support payments, state and federal agency reports plus all purchasing & procurement for the program.
4. Become certified to perform buccal swab testing.
5. Coordinate with various childcare, education, DRS, employment, training or other similar services/programs to assist eligible clients with obtaining employment.
6. Maintain accurate and thorough financial records on each case.
7. Maintain electronic spreadsheets of client accounts.
8. Prepare certified account statements to clients annually or upon request.
9. Address concerns clients or staff may have regarding account status.
10. Understand complex child support account statements from various jurisdictions.
11. Verify income sources for cases that require legal action.

12. Document contact, conversations and correspondence of all actions taken from case and input into CSS system.
13. Examine and evaluate legal and public records.
14. Inform applicants of case progress.
15. Respond to phone calls from public regarding orders, complaints, questions, etc.
16. Assist the Child Support Attorney, when needed, during court.
17. File court documents with the Tribal Court, securing signatures and receiving new orders. Ensure all court documents are stamped on the reverse side of the court document.
18. Prepares and provides timely required paperwork and reports on assigned caseload to ensure proper notice and actions and the status of each case
19. Provide receptionist/office duties for the CSS department.
20. Cooperate with outside entities to collect debts, locate parents, facilitate write-offs, and obtain full faith and credit on foreign orders.
21. Prepare quarterly reports regarding cases to Family & Children Services Director.
22. Represent the Tribal CSS department to promote and market services.
23. Attend necessary training, conferences, etc., which may include out-of-state events.
24. Respect and learn the Delaware Tribal Culture.
25. Perform any work related duties as assigned by immediate supervisor.

This job description reflects the general functions required of the employee for this job, but the description should not be considered an all-inclusive listing of work requirements.

The job description has been approved:

Tribal Operations Manager: _____ Date: _____

Human Resource Director: _____ Date: _____

Signature below constitutes employee's understanding of the position requirements, essential functions and duties.

Employee: _____ Date: _____