

FULTON COUNTY ENFORCEMENT OFFICER II
Position Description

OVERALL OBJECTIVE OF JOB

To carry out enforcement of court orders and collection of support orders in accordance with established policies, procedures and regulations.

DUTIES AND RESPONSIBILITIES:

Note: The following duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Enforces support orders (i.e., monetary, child support, alimony, etc.)
2. Monitors financial distribution of collected funds.
3. Obtains and verifies various income, employment and insurance forms.
4. Locates missing payors/payees.
5. Prepares cases and documentation for litigation/court hearings.
6. Prepares bench warrants on delinquent payors.
7. Corresponds with other courts and government agencies in regard to carrying out essential job duties. Case management of Interstate cases and correspondence.
8. Conducts delinquency conferences with clients; holds administrative hearings, attends judicial hearings, and issues recommended orders.
9. Educates clients on policies and procedures required of them by the law.
10. Utilizes computer daily for record keeping and report maintenance.
11. Diffuses confrontations and altercations between payors/payees and/or families.

OTHER DUTIES OF JOB

1. Complete mandatory training through PACSETI.
2. Attends meetings, training, and seminars as required.
3. Performs other job-related duties as required.

SUPERVISION RECEIVED

Receives occasional instruction and supervision from Director in regard to daily work duties.

WORKING CONDITIONS

1. Works indoors in adequate work space, lighting, and ventilation.
2. Frequent exposure to noise, disruptions and stress.
3. Works in conditions of potential outbursts or disruptive behavior of clients.

PHYSICAL/MENTAL CONDITIONS

1. Must possess ability to record, convey and present information, explain procedures and follow instructions.
2. Must be able to sit for long periods throughout the workday, with intermittent periods of standing/walking and occasional stooping, bending, reaching, twisting, and turning as necessary to carry out essential job duties.
3. Dexterity requirements range from simple to coordinated movements of Fingers/hands; feet/legs; torso as necessary to carry out essential duties.
4. Light work, with occasional lifting/carrying of objects with weights Ranging from ten to thirty pounds, i.e., file boxes, etc.
5. Must be able to cope with the physical and mental stress of the position.
6. Must be able to pay close attention to details and concentrate on work.

QUALIFICATIONS

A. EDUCATION/TRAINING

Bachelor's degree in Human Services, Criminal Justice, or related field is preferred, plus excellent computer skills.

B. WORK EXPERIENCE

One year of experience in child support or related human service field Preferred.

C. OR any acceptable combination or equivalent training and/or education.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

1. Must be able to speak and understand the English language in an understandable manner in order to carry out essential functions of job.
2. Must possess good communication and interpersonal skills and deal or attend to people who are illiterate.
3. Must possess initiative and problem-solving skills.
4. Must possess the ability to function independently, have flexibility and the ability to work effectively with clients, co-workers and others.
5. Must possess the ability to maintain confidentiality in regard to client information and records.
6. Must possess the technical knowledge of operating personal computers and other office equipment with accuracy and reasonable speed as needed to maintain documentation and records.
7. Must possess knowledge of and ability to practice the principles and practices of criminal justice administration.
8. Must possess the knowledge of court orders and the ability to follow-up with collection and supervision of clients involved in court orders.
9. Must possess the ability to establish and maintain accurate record keeping.
10. Must possess the ability to perform math calculations accurately and complete required reports.