



Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Child Support Compliance Representative

Job Specifications			
Classification:	Non-Exempt	Department:	Domestic Relations
Supervisor:	Child Support Comp. Supervisor	Location:	Crestview
Salary Range:	NE-1	Schedule:	Monday - Friday 8am - 5pm

Job Summary:

Under general supervision, this position performs extensive customer service and detailed clerical work requiring application of various work methods, procedures, practices and departmental functions related to the processing of documents and files, account analysis and auditing of child support accounts to ensure compliance and completeness of information within the Central Governmental Depository environment.

Essential Job Functions:

The list of essential functions as outlined here is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed if such functions are a logical assignment to the position.

- Delivers courteous and professional customer service in addressing customer inquiries, and resolving customer complaints/problems in a prompt manner and in accordance with existing statutory and established departmental criteria.
- Identifies and assists customer needs, researches issues and provides solutions and/or alternatives, to include: facilitating telephone and email inquiries to provide information on depository accounts and responding to questions related to child support processes/procedures and other depository related matters as necessary.
- Prepares, maintains and researches records and files as necessary to maintain depository accounts and support the depository function in both the child support application and the case maintenance system.
- Generates correspondence, notices and reports according to established policies/practices of assigned area.
- Accurately enters data into child support application and case management system, to include the scanning/imaging of documents, according to departmental procedures.
- Receives, screens, and processes incoming mail as necessary, to include clocking of documents in accordance with task outlines.
- Updates forms, packets, and reference materials relevant to child support as needed.
- Updates and maintains information database for internal and public knowledge as needed regarding depository matters.



Clerk of Circuit Court & Comptroller Okaloosa County

- Maintains regular and punctual attendance.
- Maintains established organizational/departmental productivity standards.
- Complies with all company policies and procedures.
- Performs other duties as required.

Minimum Required Qualifications:

- High school diploma required. Prefer one(1) year of recent and relevant experience.
- Strong interpersonal skills.
- Proficiency in spelling , grammar and math, as well as basic typing skills.
- Ability to communicate effectively in both oral and written form and possess the ability to follow complex oral and written instructions.
- Ability to meet the public and effectively address their needs in a courteous, tactful, and professional manner. Have ability to cope with customers in impromptu situations.
- Ability to establish and maintain an effective working relationship with co-workers, the general public, judicial partners, government agencies and the legal community.
- Possess critical thinking skills and ability to coordinate with both internal and external partners.
- Ability to utilize a computer terminal to quickly and accurately enter data.
- Knowledge of a wide range of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures, office equipment and terminology.
- Possess a basic level of proficiency in utilizing Microsoft office products (i.e., Word, Excel, PowerPoint).
- Ability to learn and understand specialized information, including codes, rules, policies, procedures, legal forms and terms, and apply such knowledge in carrying out job assignments accurately and efficiently.
- Ability to work with confidential and/or sensitive data, interpret and comply with state and federal guidelines as well as legal advice restrictions for the Clerk & Comptroller's office.
- Able to work in an environment that includes frequent interruptions and simultaneous detailed attention to multiple tasks while maintaining speed and accuracy.
- Ability to sit or stand for extended periods of time, while concentrating on repetitious or complex tasks. Ability to work within time constraints and workload surges. Ability to work in a fast-paced environment with frequent interruptions while maintaining speed and accuracy.



Clerk of Circuit Court & Comptroller Okaloosa County

Key Competencies of Position:

- **Accountability & Dependability** - Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.
- **Adaptability/Flexibility** - Ability to react positively to changing business needs, conditions, and work responsibilities.
- **Attention to Detail/Accuracy** - Diligently attends to details and pursues quality in accomplishing tasks.
- **Customer Focus** - Builds and maintains customer satisfaction with the services offered by the organization.
- **Development and Continual Learning** - Displays an ongoing commitment to learning and self-improvement.
- **Drive and Determination** - Full of positivity and a desire to get things done quickly and effectively.
- **Leadership Ability** - Motivating, influencing, and supporting others to accomplish team and organizational goals.
- **Office Technology** - Ability to utilize equipment, office software and web-based applications to meet business needs.
- **Stress Tolerance** - Maintains composure in highly stressful or adverse situations.
- **Tact** - Diplomatically handles challenging or tense interpersonal situations.
- **Teamwork** - Promotes cooperation and commitment within a team to achieve goals and deliverables.

Child Support Compliance Specialist

Salary Range: NE-2

- Ability to complete all Child Support Compliance Representative processes.
- Ability to articulate current departmental processes, relevancy, and how processes should best be broken down into various components for training purposes.
- Being a resource when determining solutions to complex problems.
- Mastery of current tasks and ability to become a subject expert.

Child Support Compliance Analyst

Salary Range: NE-3

- Ability to complete and master all Child Support Compliance Specialist processes.
- Provides feedback on departmental processes, makes recommendations to improve and streamline processes.
- Relied upon when supervisor/manager is absent.
- Support supervisor/manager with training needs, workflow planning, and onboarding of new hires as applicable.
- Committed to service excellence and organizational progress.
- Must agree to mentor departmental new hires and have a completed mentor application on file.



Clerk of Circuit Court & Comptroller Okaloosa County

ADA Compliance:

The Okaloosa County Clerk of Courts is an Equal Opportunity Employer. ADA requires the Clerk of the Court to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

Employee Acknowledgement:

I have read this job description and I fully understand all my job duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so, I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.