

POSITION DESCRIPTION

POSITION: Child Support Financial Specialist

POSTING DATE: 10-6-17

LOCATION: S/M Community

CLOSING DATE: 10-13-17

SALARY: 12.82Negotiable based on exp/educ NonExempt

PAYGRADE: 4

TABLE OF EQUIVALENCIES: Applies

Reports to: Child Support Manager

This is a grant funded position

Every employee of Stockbridge Munsee Community is expected to present themselves in a professional manner to customers as well as other departments. Stockbridge Munsee Community strives to provide a positive team environment where everyone contributes.

GENERAL RESPONSIBILITIES: This position is responsible for providing and understanding a wide variety of accounting, financial and administrative tasks to make sure client accounts are accurate and up to date. The work requires an understanding of computer software programs including but not limited to Microsoft Access, Excel, Word, the Wisconsin KIDS system and federal Reporting system. All new and modified court orders must be recorded and all payments made via income withholding orders and received by various employers, states, and Tribes, are updated on a daily basis. The ability to complete complex child support calculations and accurate certified accounts to clients, Courts, attorneys and other states and tribal jurisdictions is also necessary. The position must also have the ability to assist with completions of required quarterly and annual federal reports of collections.

STANDARD QUALIFICATIONS:

All employees of Stockbridge Munsee Community must meet the following qualification:

1. Must submit to and pass a pre-employment drug and health screening.
2. Must be at least 18 years of age, unless otherwise stated on job description
3. Must maintain an acceptable departmental attendance record
4. Must be able to work weekends, nights and holidays
5. Must obtain and maintain Elder/Youth License as stated on job description.

DUTIES:

1. Practice excellent customer service skills at all times to include, but not limited to addressing other agencies, jurisdictions, customers, and general public requests courteously and promptly.
2. Maintain client financial accounts and records for the Child Support Agency on the State of WI KIDS computer system or other automated systems.
3. Enter financial data for new and modified child support orders in the State or other automated computer system.
4. Process and enter adjustments and reconciliations to cases in the State or other automated system in consultation with the assigned Child Support Specialist.
5. Obtain applicable financial reports relating to client accounts, including aging reports and process any adjustments or actions necessary for review by the assigned Child Support Specialist and the Child Support Manager.
6. Audit files and make sure orders are current.
7. Prepare and house required spreadsheets related to agency cases.
8. Run annual, quarterly, monthly, weekly, and daily reports for the State or other automated system(s); follow through with necessary action.

9. Complete in-depth financial analysis of complicated client accounts and make recommendations for revisions, corrections, and/or changes to the Child Support Specialist and/or the Child Support Manager.
10. Document contracts, correspondence, and record all actions taken for each case utilizing the automated system and/or related filing systems.
11. Assist the Child Support Attorney by providing the necessary information and documentation on cases referred; testify in hearings as needed.
12. Respond to client inquiries relating to the financial aspect of their case.
13. Issue Income Withholding documents to employers.
14. Produce and mail monthly statements from the automated system to Custodial Parent's, Non-custodial Parent's as requested or required.
15. Assist in the development and implementation of all related procedures.
16. When needed; accept applications and referrals for child support services assist in locating parents, provide referral services to clients, and perform initial interviews with new applicants.
17. Maintain back-up documentation for all transactions, including receipts for payments for fees and support paid by payers.
18. Maintain strict department security, confidentiality and quality to meet professional standards of the department. Must sign a confidentiality statement prior to employment.
19. Provide notary services for clients/customers.
20. Represents the department in meetings related to program changes, reporting guidelines, and technical issues with other County, State and Federal personnel; resolves technical issues related to assigned area.
21. Must maintain an acceptable departmental attendance record.
22. Must be reliable and prompt when reporting to work.
23. Required to attend job related, in-service, meetings, and training to maintain professional and technical knowledge.
24. May be required to satisfactorily complete an exam or other testing requirement(s) to determine skill proficiency.
25. Must adhere to tribal law and other applicable laws as well as tribal personnel policies and procedures.
26. The above duties and responsibilities are not an all inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

QUALIFICATIONS:

1. An associate degree in accounting, business management, or business administration is required with two years of related work experience.
2. Knowledge of Tribal, State and Federal laws pertaining to Tribal Child Support IV-D Enforcement programs.
3. Knowledge of accounting and business mathematics.
4. Previous experience working with a personal computer is required with the ability to function in Microsoft Office applications.
5. Ability to maintain accurate records and prepare concise, clear reports.
6. Ability to develop and maintain professional relationships with a variety of individuals and groups in a complex, multi-cultural environment. This position will be working closely with the community and must be able to effectively communicate with various people to include; elected officials, county, state, and federal staff.
7. Ability to operate standard office equipment.
8. Must be dependable and conscientious, possess initiative and be self-motivated.
9. Ability to multi-task, prioritize workloads, make independent decisions, exercise good judgment, meet strict deadlines, and work well under pressure.
10. Must obtain and maintain an elder/youth license.
11. Must maintain strict confidentiality.

12. Must be willing to attend all applicable training.
13. Must pass pre-employment drug and health screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
14. Must be eligible for coverage under the employer's liability insurance.
15. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.
16. Must be able to meet physical requirements of position.
17. Must have a valid driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin driver's license within 30 days of employment if applicant has an out-of-state driver's license. Must meet and maintain the eligibility to operate a personal or tribal vehicle under the driver acceptability guidelines as established by Mohican Nation Insurance.
18. Must abide by departmental and organizational safety, testing, and uniform guidelines.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

1. This position requires a lot of sitting with occasionally stoop, kneel, crouch, and lift and/or move up to twenty-five (25) pounds.
2. Evening and/or weekend is required. Extended hours and irregular shifts may be required.
3. Work environment requires excellent personal hygiene due to working in close proximity to others and in an enclosed area.
4. A Tuberculosis (TB) Screening and/or TB Skin Test may be required.

SUBMIT APPLICATION TO:

Human Resource Department
P.O Box 70
N8705 Moh He Con Nuck Rd
Bowler, WI 54416

WE ARE A DRUG FREE EMPLOYER.
CANDIDATES MUST PASS DRUG SCREEN
AND REMAIN DRUG FREE.

The Stockbridge-Munsee Community operates as an equal opportunity employer except Indian Preference is given in accordance with the Tribal Employment.

Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.

New Position:
Revised Position:
Revised Position: 9-25-17

Tribal Council Approved: Jan 2013
Exec Dir HR Approved: 1-15-15
HR Approved: 9-25-17