

PLEASE POST !!!

## **OPEN POSITION**

MONROE COUNTY HUMAN RESOURCE OFFICE IS NOW ACCEPTING APPLICATIONS  
FOR THE FOLLOWING POSITION:

**11 INTERGOVERNMENTAL SPECIALIST – DOMESTIC RELATIONS**  
**\$17.8878/hr. – 35 HRS/WK.**

Current employees who wish to apply for this position should obtain a bid sheet from the County portal and proceed accordingly.

Notice: If you are offered and accept a position within any County office you will be mandated to provide a Criminal Background Check (<http://epatch.state.pa.us>) at your cost prior to your hire date as a condition of employment.

POSTED: 02/28/2025

REMOVE: OPEN UNTIL FILLED

## MONROE COUNTY, PENNSYLVANIA CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE: 11 INTERGOVERNMENTAL SPECIALIST**

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### PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform clerical functions associated with processing incoming/outgoing intergovernmental complaints for support, researching information with foreign courts, performing follow-up on cases, providing information and assistance to clients, and processing related documentation.

### ESSENTIAL FUNCTIONS

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Processes a variety of documentation associated with departmental operations, per established procedures and within designated timeframes; distributes documentation or retains records as appropriate; processes modifications from other courts; processes registration orders; prepares orders to dismiss complaints and complete case closure for all intergovernmental cases.

Prepares/processes outgoing intergovernmental (including interstate, intrastate, and other foreign countries, tribes and tribunals) complaints for support and performs follow-up until court order is entered or case is dismissed; processes incoming intergovernmental complaints for support; processes intergovernmental petitions for modification, and advises colleagues as to best practices for various jurisdictions, tribunals and courts in connection with long-arm cases and thereafter generates documentation to attempt long-arm service

Merges and process all incoming cases initiated from the Department of Human Services, reports non-cooperation of clients to Department of Human Services as necessary, proceeds through case closure where appropriate based on continued non-cooperation of clients receiving Temporary Aid for Needy Families benefits.

Maintains a working knowledge of all relevant rules, laws and treaties related to intergovernmental child support including, but not limited to, the Uniform Interstate Family Support Act, Intrastate Family Support Act and the Hague Treaty, completes additional training when necessary for updates regarding the same.

Types forms; gathers information; sorts forms; mails out documentation; files documents in prothonotary's office; sends out response; schedules conferences; notifies clients of case status; schedules court dates.

Performs research functions to obtain case information via telephone, electronic records, directories, court records, or other resources.

Serves as a liaison between intergovernmental court systems; communicates with courts of other states to obtain/provide information including the generation of intergovernmental transmittals for other departments, and responses to all Requests For Information received from other states, counties or tribes.

Performs customer service functions for clients including, but not limited to the scheduling of phone hearings for clients and non-clients for the purpose of participation in court hearings with other intergovernmental courts and the generation of complete and accurate child support records for clients leaving the jurisdiction to ensure establishment of a new child support order in the new jurisdiction; provides assistance and information related to department services, procedures,

forms, status of cases, or other issues; responds to routine questions, complaints or requests for service; initiates problem resolution. Investigates updates.

Prepares or completes various forms, reports, correspondence, child support enforcement transmittals, federal forms, case logs, registration forms, time sheets, or other documents including, but not limited to all IFSA and UIFSA forms and other intergovernmental forms as required or necessary for other courts, tribunals or jurisdictions.

Receives various forms, reports, correspondence, incoming intergovernmental support complaints, incoming petitions for modification, outgoing intergovernmental support complaints, foreign support registration forms, outgoing petitions for modification, , policies, procedures, laws, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Receives incoming mail; distributes incoming intergovernmental mail to other colleagues as necessary; prepares outgoing mail.

Copies and distributes forms, reports, correspondence, and other related materials.

Initiates/receives facsimile transmission of documents and receives and processes all incoming CSNET notes from intergovernmental jurisdictions

Prepares departmental files; sorts/organizes documents to be filed; files documents in designated order; locates/removes files; maintains file system of departmental records.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections as appropriate; utilizes word processing, database, or other software programs.

Performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, toner, or ribbons; coordinates service/repair activities as needed.

Monitors inventory levels of forms or supplies; initiates requests for new or replacement materials.

Answers the telephone; provides information, guidance and assistance; takes and relays messages or directs calls to appropriate personnel; returns calls as necessary.

Communicates with supervisor, employees, other departments, prothonotary's office, judge's office and other court personnel, intergovernmental court personnel, attorneys, probation staff, welfare representatives, Children & Youth Services staff, clients, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Takes appointments with plaintiffs for filing intergovernmental complaints.

## **ADDITIONAL FUNCTIONS**

Provides assistance or coverage to other employees as needed.

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by one (1) year previous experience and/or training involving domestic relations office work, customer service, or clerical/secretarial work; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

## PERFORMANCE APTITUDES

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## ADA COMPLIANCE

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as violence, disease, or pathogenic substances.

Monroe County, Pennsylvania, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.