

PLEASE POST !!!

OPEN POSITION

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

10 INTAKE & LOCATE SPECIALIST – DOMESTIC RELATIONS
\$17.0231/hr. - 35hrs/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: 12/03/2024

REMOVE: OPEN UNTIL FILLED

MONROE COUNTY, PENNSYLVANIA CLASSIFICATION SPECIFICATION

m2021-56

CLASSIFICATION TITLE: 10 INTAKE AND LOCATE SPECIALIST

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform clerical functions associated with processing local complaints for support, locate those defendants for whom a current address is not known or service cannot be completed, researching information with out-of-state courts, performing follow-up on cases, providing information and assistance to clients, and processing related documentation and to seek enforcement of cases registered with intergovernmental tribunals for the purpose of collecting child support.

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; including, but not limited to child support establishment and conference scheduling paperwork, distributes documentation or retains records as appropriate.

Receives and processes all local domestic relations complaints, Monroe County Children & Youth Services complaints, and probation complaints; reviews information to ensure accuracy and completeness of information; sets up new case file for each complaint and enters information into computer system.

Receives enforcement complaints for non-compliance with court orders; prepares paperwork to register/transfer cases to more appropriate intergovernmental tribunals, determines which orders to enforce and amount of payment to be requested.

Utilizes a variety of computer software and available databases to attempt to locate unknown defendants, prepares parent locator forms and forwards to the appropriate worker or tribunal as necessary; reviews responses to identify new information.

Performs research functions as needed.

Performs client outreach and other customer service functions on topics including case establishment, paternity establishment, locate attempts and interstate enforcement attempts; 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.

Prepares or completes various forms, reports, correspondence, employment verifications, address verifications, parent locator forms, or other documents.

Receives various forms, reports, correspondence, new hire CSE matches, enforcement complaints, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Receives, incoming mail; prepares outgoing mail.

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

Initiates/receives facsimile transmission of documents.

Utilizes state computer system to maintain paperless 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, drum, toner, or ribbons; coordinates service/repair activities as needed.

Monitors inventory levels of departmental supplies; initiates orders 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, law enforcement personnel, judges, attorneys, post office staff, employers, clients, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

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 clerical/secretarial work, interpersonal relations, and personal computer operations; 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.

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.