



**Pride of the Ojibwe  
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## **Job Description Child Support Specialist**

**Posting Date:** February 7, 2024  
**Closing Date:** Open Until Filled  
**Organization:** LCO Child Support Services  
**Job Title:** Child Support Specialist  
**Job Location:** Lac Courte Oreilles Child Support Services

### **SUMMARY:**

Under the general direction of the Child Support Director, this Full Time, 40 hour per week position will provide comprehensive child support services to children, custodial parents, and non-custodial parents by performing advanced level of services including interviews, investigations, financial negotiations, collections, locating absent parents and their assets; ensuring Program goals are accomplished, processes are effectuated efficiently and applicable Federal, State and Tribal guidelines are followed.

### **DUTIES:**

1. Maintain assigned child support cases to the extent needed; comprised of the following duties:
  - a. Interview applicants/parents/caregivers/guardians to identify services needed; analyze cases to determine appropriate actions; locate parents and their assets using available information; provide case management and activity tracking.
  - b. Initiate actions to establish paternity, modify child support orders, enforce child support orders.
  - c. Create and process Income Withholding Orders for court ordered payers.
  - d. Contact sources for income verification to collect data on cases requiring legal action and as needed; calculate child support obligations and debts; initiates appropriate collections/enforcement actions; negotiates repayment of child support to the extent possible.

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- e. Document contacts, correspondence and record of all actions taken for case in the Tribe's child support data system.
  - f. Examine and evaluate legal and other public records.
  - g. Meet with case participants.
  - h. Inform case participants of case progress upon request.
  - i. Respond to phone calls regarding court orders, complaint questions, etc.
  - j. Provide the court with the necessary information and documentation on cases referred; testify in court as needed.
  - k. Prepare and provide timely paperwork and reports on each assigned case to ensure actions taken and case status are accounted for as required.
  - l. Review statistical and financial reports to determine payment status.
  - m. Provide backup to other LCO CSS Specialists and child support staff.
  - n. Attend child support specific training as needed.
  - o. Paternity adjudication including specimen collection and facilitation to ensure proper steps are taken.
2. Responsible for LCO CSS Program assignments as directed.
  3. Provide reports as requested by the Child Support Director or Assistant Director.
  4. Research legal questions to the extent possible, analyze problems.
  5. Review and edit as needed court documents generated.
  6. Strive to improve the performance and efficiency of the Child Support Program as a whole.
  7. Any other duties as assigned by the Director or Assistant Director.

**SKILLS AND KNOWLEDGE**

- Excellent computer skills including all MS office programs and familiar with databases.
- Ability to interpret, create and present procedures, reports and other information.
- Ability to interpret, create and analyze legal documents such as a summons, petition, motion, affidavit, contempt papers, warrants, orders to produce, wage assignments and stipulations.
- Excellent interpersonal and public speaking communication skills.
- Ability to work with and deescalate disruptive or unruly case participants.
- Ability to exercise independent judgment and determine appropriate actions to be taken to maintain compliance with Tribal, State and Federal Statutes, Rules and Regulations.
- Working knowledge of investigative techniques, criminal justice system, court system, law enforcement and corrections systems.
- Knowledge of Tribal, State and Federal case law as it relates to contempt proceedings.
- Ability to adapt to changing work.
- Ability to work in fast paced environment while multitasking various projects.

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- Ability to appropriately determine level of need to determine task priorities.
- Familiarity with the Lac Courte Oreilles community.
- Ability to maintain strict confidentiality.

**QUALIFICATIONS**

- Education or work experience in Human Services, Corrections, Child Support, Law Enforcement, Legal/Paralegal profession or related field.
- Valid Driver's License and a reliable personal vehicle with insurance.
- **Must pass two thorough background checks to allow approval to Tribal, State and Federal databases and information.**
- Must be bondable.
- Must be able to pass a pre-employment drug screen.

**Application Procedure:**

Submit a completed **LCO Employment Application and Authorization to Release Information**, resume, at least **three (3) personal reference letters**, and any other supportive documents. Resume should be typewritten, indicating personal information related to the position for which applicant is applying for and should include education, experience, professional and/or community involvement. **Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.**

**MAIL, FAX OR EMAIL ALL INFORMATION TO:**

Lac Courte Oreilles Tribal Government  
ATTN: Human Resource Department  
13394 W Trepania Road  
Hayward, WI 54843  
Fax (715) 634-4797  
HR Fax (715) 699-1209  
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***Tribal Preference will apply to qualified applicants in accordance with the  
Lac Courte Oreilles Policies & Procedures Manual.***