

Seneca County Job & Family Services

Position Description

An Equal Opportunity Employer

Employee Name: Vacant	Position Title: Case Manager Investigator Supervisor 1
PCN: 40010.0	Class Title: Case Manager Investigator Supervisor 1
Unit: CSEA	Employment Status: Full Time
Report to: Case Manager Investigator Supervisor 2	FLSA Status Pay: Exempt
Normal Hours: Flexible	Civil Service Status: Classified
EEO Status:	DOT: 188.137-010

General Description

Supervise Child Support Case Managers and represents the agency at various meetings and committees.

Education

High School Diploma or GED

Experience

- Two years technical training or undergraduate major course work in criminology, social work, psychology or related field
- Two years investigative experience in social service agency or
- Six months or one course in interviewing techniques, business math, criminal investigations, case preparation techniques, criminal court proceedings, techniques in writing, typing, keyboarding or word processing

Equipment Operated

- Computer
- Scanner
- Fax
- Telephone
- Calculator
- Copier
- Vehicles (must have valid Ohio driver's license)

Inherently Hazardous or Physically Demanding Working Conditions

None

Essential Functions

- Provides direct supervision to child support staff
- Ensures employees receive orientation and training
- Assigns and monitors the work of employees
- Ensure compliance with local, state, federal rules/laws
- Evaluates employee performance
- Administers discipline
- Recommends need for new staff and assists with interviews
- Reviews, approves, denies employee requests for leave
- Ensures effective communication of information
- Assists with staff meetings
- Conducts administrative hearings
- Prepares monthly, quarterly
- Performs child support related duties with community and elected officials
- Represents, promotes and supports the agency to the community
- Works cooperatively with community groups
- Maintains working relationship with other county departments
- Keeps Director updated on current trends, issues and progress in absence of Administrator

- Attends conferences, workshops and trainings to obtain and maintain knowledge of current regulations
- Regular and predictable attendance

Other Duties and Responsibilities

Performs other related duties as assigned.

Characteristics

Knowledge of:

- Agency policies and procedures
- Supervisory practices
- Fiscal and budgetary management
- IRS offsets
- Legal mandates and summary judgments
- Fraud investigative methods
- Interviewing techniques
- Agency computer systems
- Distribution of funds
- Bank reconciliation

Skills in:

- Organization
- Communication
- Writing
- Typing/Word Processing
- Intermediate math

Ability to:

- Interprets policy and procedres
- Supervises
- Understands manuals and verbal instructions
- Deals with employee problems and concerns
- Makes independent decisions
- Directs and monitors work
- Determines eligibility for tax offset program
- Testifies in court
- Develops new procedures
- Reviews distribution of funds
- Monitors support and paternity hearings
- Conducts modification hearings
- Conducts hearings
- Presents a positive image to the public
- Interacts with high ranking officials
- Maintains confidentiality
- Maintains accurate records
- Maintains effective working relationships with supervisors and co-workers

This position description is no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of the position description.

Signature of Appointing Authority

Date

Signature of Employee

Date