COUNTY OF LAWRENCE

JOB POSTING

Job Title: Enforcement Officer
FLSA Status: Non-Exempt
Department: Domestic Relations

Bargaining Unit: Teamster Court Appointed
Salary: $35,437.12

GENERAL SUMMARY: The purpose of this position is the enforcement of child support and spousal support court orders.

SUPERVISION RECEIVED AND EXERCISED: Reports directly to and receives general supervision from the Enforcement Supervisor.

ESSENTIAL JOB FUNCTIONS:

System PACSES Duties:

- *Morning Mail* – In-depth system alert of possible/probable problems dealing with non-compliance of any portion of the support order. The morning mail list is composed by certain parameters sent in PACSES. Neglect of this duty will generate warning to supervision and will negatively affect the monthly performance reports.
  - This is a daily job
  - This is a team job worked by all members of the Enforcement team.
  - Average pages of morning mail vary from eight (8) to fifteen (15) + pages.
    - Each page contains six different cases that must be researched and the problem resolved in some manner.
- *Diary Maintenance Duties* – Any action on a case should generate a corresponding diary in the proper sub-system of PACSES. The diary must be manually closed to verify
  - That the requested action was done.
  - The ID of the worker who did the action.
  - The number of diaries associated with the worker.
    - This number appears on a monthly report and is one of many gauges that measure the work output of the employee.
- *Docketing* – DRS Lawrence keeps an up-to-date docket history record through PACSES. The Enforcement Officer will docket the following items.
  - Income attachments
    - Initial attachments
    - Modified attachments
    - Termination of attachments.
  - Hearing notices for Contempt Court Hearings.
  - Orders to hold lump sums disbursements to any non-custodial parent (NCP).
    - From Compromise and Release Settlements (Workers' Comp)
    - From retroactive SSA awards

- *Financials* – There are many financial screens in PACSES. The Enforcement Officer must be able to interpret the information on these screens so that he/she can effectively determine
    - Arrears (past due support)
        - Which amount may be owing to the Commonwealth rather than to the custodial parent (CP)?
        - Which amount may be paid to either the Commonwealth or the CP?
    - Use of the PACSES payment screens to show accruals, receipts, distribution and disbursements.
    - Use of Kidstar to review payments and payment sources. This is a ePACSES intranet service.
- *Use of CIS* (DPW's Client Information System) computer for verification of information.
    - Residency of a minor
    - Graduation date of a minor
    - Disability status of
        - Minor
        - CP (custodial parent)
        - NCP (non-custodial parent)
    - Employment information
    - Address information
- *Remedies through PACSES for non-compliance*. The Enforcement worker will commence
    - Action to send NCP a non-compliance notice.
    - Action for rescinding driver's license.
    - Action for rescinding of any professional license.
    - Action to start Contempt Proceedings.
- *PACSES Note Screen* – As there are no DRS office files, the note screens are used as a running narrative of
    - DRS actions, as related to enforcement.
    - Client actions, as related to enforcement.
    - Employer actions, as related to enforcement.
    - Actions of other DRS divisions (e.g. Establishment, Intake) so that there will be no omission or duplication.
- *UIFSA* (Uniform Interstate Family Support Act) Enforcement worker – Interstate and Intrastate duties
    - Filings, to include
        - UIFSA filing for registration for a DRS Lawrence order for enforcement.
        - Enforcement action in responding cases.
        - Follow-up in initiating cases for enforcement issues.
- *Duties*
    - Monitoring the progress of the responding jurisdiction as some are more diligent than others.
    - Being the contact person to provide any additional information that is required by the responding jurisdiction.
    - Follow-up via transmittal #2 (regular mail), or by CSENet notes (electronic correspondence).
    - Checking CSENet logs for any additional information that may be gained.

        - Through links with a federal computer system in Manassas, VA, information may appear in the PACSES system.
        - Manual checking of this information as some of the electronic info may be "'stale".
    - Arrangement for telephone conferencing if the client requests it.
    - Contacting peers or receiving calls from peers in other states/territories for resolution of issues that do not seem to be resolved in any other manner (all week).
        - This may be via telephone, written correspondence, or CSENet (electronic).
    - Filing of a UIFSA petition for modification.
    - Transfer of case when neither party now resides in the state of Pennsylvania.
    - Documenting historical – through the PACSES diary system.
    - The Self-Assessment reports #7 (a-e), so that DRS can be assured that the cases are being worked.
    - See UIFSA clients for enforcement issues; phone calls from UIFSA clients for enforcement issues.
- *Enforcement*
    - Responding cases – Alerting other jurisdiction of actions below.
        - Work with other DRS employees for recommendations of DL suspension.
        - Contempt scheduling when necessary
        - Work with Enforcement Supervision for recommendations of professional license suspension.
    - Initiating – Alerting other jurisdictions of actions below, when necessary.
- *Specialized Knowledge*
    - Knowledge of the type of actions that other states/territories will accept.
        - e.g. – most states will not accept spouse only cases, but some will accept spouse cases in conjunction with child support.
    - Familiarity with UIFSA forms. These forms are standardized as per federal design, but differ slightly due to civil procedure rules of the individual state.
    - Familiarity with dealing with the central registry of both our own state and the opposing state.
        - Needed to resolve problems regarding the proper jurisdiction.
    - Familiarity with a set of PACSES screens that are unlike any other screens in the PACSES system.
    - Familiarity with which states/territories are CSENet capable.
        - CSENet is a form of electronic correspondence which lessens the need for paper correspondence.
    - Manually checking CSENet logs for information that may appear regarding addresses and employers.

Non-PACSES Duties:

- Clients
    - Personal visitation from 8:00 a.m. through 4:00 p.m.
    - Telephone calls from clients from 8:00 a.m. through 3:30 p.m.
- Calls from employers and caseworkers from other CSEA offices (Child Support Enforcement Agencies) will be answered on any day and at any time.
- Medical bills – as allocated by the provisions of the support order.

    - Will be examined by the Enforcement worker.
    - Will be submitted to the NCP for payment of his portion.
    - Will be added to support arrears if the NCP refuses to pay.
- Contacting employers if an incorrect amount is sent to SCDU for payment of a support obligation, or if payment is being deducted from the NCP but not sent to SCDU.
- Correspondence to parties to alert them or any action taken to resolve a pending non-compliance issue.
- Correspondence/contact with the Administrative Law Judge (ALJ) regarding the holding of lump sum awards.
    - When there is an award or an award may be forthcoming, the Enforcement Officer will instruct the Intake Officer to cause a support conference in the Domestic Relations Section.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the financial subsystem of PACSES.
- Knowledge of the PACSES computer system.
- Ability to communicate effectively with clients, peers and fellow DRS employees.

MINIMUM JOB REQUIREMENTS:

- Graduation from high school or possession of a GED certificate.

WORKING CONDITIONS:

- Work is normally performed in a typical interior/office work environment.
- Work is mostly sedentary.
- Work is performed on a computer.
- Moderate physical activity.
- May require physical effort including lifting up to 25 pounds.
- May be required to sit, stand, or walk for extended periods of time.
- Exposure to computer screen.

OTHER REQUIREMENTS:

- Possession of a valid driver's license may be required.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills of personnel so classified.

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