

LIVINGSTON COUNTY COURTS JOB DESCRIPTION

CHILD FINANCIAL SUPPORT SPECIALIST

Supervised By: Deputy Friend of the Court
Supervises: No supervisory responsibility
Department: Friend of the Court
FLSA Status: Non-Exempt

Position Summary:

Under the supervision of the Deputy Friend of the Court, serves as liaison for all matters relating to the State of Michigan's Department of Health and Human Services (MDHHS), the Michigan State Disbursement Unit (MiSDU), Foster Care, Juvenile Court, Probate Court and the Prisoner Parole/Project Clean State. This position deals with foster care and state public assistance cases, including child support payments, account adjustments, and financial orders application reviews. Serves as a consultant to staff on issues relating to the administration and management of the Michigan Child Support Enforcement System (MiCSES). Maintains cases through court order entry and audits.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Serves as a consultant to all department staff regarding child support accounting matters, public assistance benefits, foster care, guardianship cases and payments that are held in suspense. Also assists staff with more difficult and complex child support matters, such as researching case data to determine accuracy and collecting information on cases.
2. Serves as a liaison for the Michigan Department of Health and Human Services (MDHHS), which requires access to, and knowledge of the state programs known as BRIDGES, the Michigan Statewide Child Welfare Information System (MiSACWIS), CERT/DECERT and Business Objects. These programs are used to research and determine client eligibility for child support payments and to maintain State of Michigan records on MiCSES.
3. Processes MDHHS referrals from the Office of Child Support-Support Specialists to determine appropriate action by conducting extensive data and case review. Notifies parties through written correspondence of possible changes to their case due to public assistance. Runs and processes MDHHS alerts weekly.

4. Responsible for updating and maintaining records of Certification and Decertification in relation to public assistance. Assigned the Assistance Adjuster and IV-A/IV-D Matchmaker roles after passing the Demonstration of Competency Test.
5. Serves as the Federal and State Tax Offset Program liaison. This includes researching and correcting Offset Rejection reports for resubmission to the program. Contacts payers through written correspondence regarding funds on hold. Once research is completed, advises the state on how the funds are to be released.
6. Makes necessary adjustments to accounts, including but not limited to emancipations, uninsured medical reimbursements, direct pay credits, state discharge debt program, spousal support max obligation payoff, death of payer, payee or child.
7. Processes all SACWIS referrals received from the Office of Child Support. Redirects child support funds for foster care cases. Responsible for determining agency placement funding and then conducts the support redirection to the appropriate agency or provider. Runs and manages foster care alerts weekly and takes appropriate action to remedy the alert notification.
8. Audits account records for miscalculations, improper credits, overcharges, improper disbursement of funds and other errors; adjusts accounts as required by audit findings.
9. Manages payments that are held in suspense. Runs weekly suspense reports to determine what money has been placed on hold by the MiSDU and finds solutions to rectify the hold. Once case conditions have been corrected, responsible for contacting the MiSDU through KidStar, instructing the state how the receipt is to be disbursed or refunded.
10. Answers questions from office staff pertaining to entry of Orders, how money is disbursed, where a payment came from, and prints copies of checks from KidStar.
11. Serves as the liaison for the Michigan State Disbursement Unit if any payment issues arise, such as funds being misapplied by their agency, or any other conditions that prevents payments from being disbursed.
12. Reviews financial Orders for accuracy after they have been entered into MiCSES. Reviews all other types of Orders that come into the assigned workflow queue.
13. Reviews criteria for Opt Out Orders, Proposed Zero Uniform Child Support Orders and Proposed Orders reserving child support to determine if the parties are eligible to waive IV-D services.
14. Serves as the liaison for Juvenile Court and Probate Court. Receives the Juvenile Court Orders and Probate Court Guardianship Orders and takes the appropriate actions based on the details of the Orders.

15. Enters all support enforcement Show Cause Hearing schedule dates for the calendar year into MiCSES.
16. Serves as liaison for the Michigan Department of Corrections-Project Clean Slate. Conducts phone interviews with prisoners who are in the final stages of being paroled to assure a smooth transition with the Friend of the Court.
17. Conducts parent locator efforts through state, federal and other sources, so that money held in suspense can be released.
18. Assists the Friend of the Court in the development and implementation of policies and procedures for operational purposes and designs procedural forms to assist the office staff when needed.
19. Serves as back up for the Chief Account and Procurement Specialist and the Office Coordinator.
20. Participates in continued training sessions to stay current with relative law, accounting and policies.
21. Performs all other duties as assigned.

Required Knowledge, Skills, Abilities, and Minimum Qualifications

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the job.

Requirements include the following:

- A bachelor's degree in accounting, human services, or a related field, and three years of progressively more responsible experience with child support establishments or legal settings.
- The Court, at its discretion, may consider an alternative combination of formal education and work experience.
- Valid Michigan Vehicle Operator's License.
- Completion of MiCSES/Bridges training, and passing the Demonstration of Competency Test.
- Knowledge of the principles and practices of government accounting and generally accepted accounting principles.

- Considerable knowledge of the principles and practices of general office procedures and management, preparing legal documents, and local, state, and federal laws, rules, and regulations governing the operations of applicable DHHS and applicable state programs.
- Skill in analyzing and interpreting child support data bases, conducting research, performing audits, reconciling data and solving problems independently.
- Skill in assembling and analyzing data and preparing comprehensive and accurate reports.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Ability to maintain a high level of attention to details and concentration to ensure accuracy when modifying court orders and accounts.
- Ability to organize work, set priorities, meet critical deadlines and follow up on work with minimal supervision.
- Ability to prepare clear, concise, and effective correspondence, recommendations, and other written material.
- Ability to exercise sound judgment and decision making in accordance with policies and procedures.
- Ability to use discretion and maintain sensitive and confidential information.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with county employees, contractors to the county, representatives of other governmental units, professional contacts, elected officials, children and families and the public.
- Skill in the use of office equipment and technology, including Microsoft Suite applications, database use and the ability to learn new software programs applicable to the position.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 25 lbs.

without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment for this job is a business office setting where the noise level is quiet and sometimes moderate. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing required duties, as well as potentially dangerous interactions.