## Position:

Child Support Service Representative

OhioMeansJobs Post #244680519

## Job Description:

Ashtabula County Department of Job & Family Services is Hiring a Child Support Service Rep

Under general supervision of the Case Manager Supervisor–CSEA, the CSEA Service Representative is responsible for conducting independent field investigations of complaints and/or interviewing the absent parent and recipients to enforce/modify cases; serves as Records Custodian for court hearings.

## Desired Skills:

Completion of secondary education or equivalent (high school diploma or GED), one (1) month or more of related experience and/or training; or any equivalent combination of education, experience, and/or training which provides the required knowledge, skills, and abilities.

**Knowledge of:**
- modern computer skills and computer applications, including but not limited to Microsoft Office;
- County, Department, and Division goals and objectives;
- County, Department, and Division policies and procedures;
- personnel rules and regulations; government structure and process;
- ODJFS computer systems; state and federal regulations; *Ohio Revised Code (applicable sections);* public relations; customer service; office practice and procedures; children/social service laws and/or regulations; case management; social services policies, programs, rules, and regulations.

**Skill in:**
- computer operation; use of modern office equipment; organization

**Ability to:**
- deal with many variables and determine specific action; define problems, collect data, establish facts, and draw valid conclusions; read, copy, and record figures accurately; develop and maintain effective working relationships; interpret a variety of instructions in written, oral, picture, or schedule form; maintain accurate records; exercise independent judgment and discretion; communicate effectively; maintain confidentiality; resolve complaints from public; handle sensitive inquiries from and contacts with officials and general public; add, subtract, multiply, and divide; prepare routine correspondence; prepare accurate documentation; compile and prepare reports; travel to and gain access to work site.

## How to apply:

Interested applicants may submit resumes to:

Stephen J. McClure
Ashtabula Co. Dept. of Job & Family Services
2924 Donahoe Drive
Ashtabula, OH 44004

stephen.mcclure@jfs.ohio.gov

**OPEN DATE**

7/20/22

**CLOSE DATE**

8/19/22

If you need assistance or have any questions, feel free to contact:

OhioMeansJobs-Ashtabula County, 2247 Lake Ave., Ashtabula, Ohio 44004. Phone: (440) 994-1234

Please complete the attached OMJ Employment Registration Form and return it to the OhioMeansJobs Center with the job title or job post number so we may assist you with your employment needs.

Thank you and best of luck

OhioMeansJobs Ashtabula County

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