



### **Child Support Agent Positions:**

Edgecombe County Department of Social Services is recruiting for child support agents in our child support program. The child support unit is responsible for locating absent parents, establishing paternity and/or support orders and medical orders, enforcing compliance with existing orders and the collection and distribution of child support in IV-D cases. Agents are responsible for the enforcement of child support orders and for reviewing and modifying existing orders when appropriate. Agent has control and responsibility for the financial management and accounting of these support orders. In monitoring court ordered payments, the employee determines what action to take when the absent parent is in arrears; utilize income withholding, negotiate out of court agreements, and take to court when out of compliance. Activities that must have the sanction of an Attorney are reviewed by the agency's Attorney. Agent conducts in-depth investigations and prepare cases for court. A valid NC driver's license and access to a passenger vehicle is required. Employees operating their personal vehicles for county business shall maintain the minimum liability coverage required by the State of North Carolina in accordance with the County Fleet Policy and Employee Safety Program (page 10, section.) We are recruiting for positions in both the Tarboro and Rocky Mount locations. Office location is subject to change based on the needs of the agency.

### **Knowledge, Skills and Abilities:**

Thorough knowledge of the Child Support Enforcement Program and applicable legal procedures; considerable ability to interview clients, absent parents and related sources, and to investigate cases; considerable ability to organize, analyze, and summarize case information; basic math skills; ability to establish and maintain effective working relationships with clients and absent parents, location resources, offices of the Clerk of Court, Magistrates, District Attorney, Sheriff, other court officials, and private attorneys.

### **Minimum Training and Experience:**

A four year degree and six months experience in eligibility, investigative, judiciary, or legal work that provides knowledges, skills and abilities needed to perform the work; or an associate's degree in business administration, human resources, law enforcement or closely related degree and two years of experience in eligibility, investigative, judiciary, or legal work that provides knowledges, skills and abilities needed to perform the work; or graduation from high school and three years of experience in eligibility, investigative, judiciary, or legal work that provides knowledges, skills and abilities needed to perform the work; or an equivalent combination of education and experience.

**Starting Salary: \$29,272.00** or possibly higher depending on experience and credentials. Compensation for full-time employees include excellent benefits that total over \$9,000.00 annually.

**Transcript(s) of undergraduate and/or graduate degree(s) is required at the time of interview. Degrees must be received from appropriately accredited institutions.**

**[Apply for this position](#) Please include the major Duties under each of your previous jobs**

Preferences: Prefer applicants with strong computer skills and/or knowledge of State Network Systems, Automated Collection & Tracking System (ACTS) NC FAST, imaging programs and Windows software including Microsoft Word. Bilingual applicants (English/Spanish) encouraged to apply. **We support a drug free work environment. A pre-employment drug screening and criminal background check is required. AA/EOE**