Child Support Agent II - Establishment:
Position Number: 165-40-735
This position is located within the Child Support unit. Duties consist of locating absent parents, establishing paternity and/or support orders and medical orders, enforcing compliance with existing orders and collecting and distributing child support in IV-D cases. In addition, this position is responsible for reviewing existing orders every three years, taking action for modification if appropriate. Employee performs other duties as assigned. 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.) Position is located in the Rocky Mount office however; office location may 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 parent 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:
Four-year degree and six months of experience in eligibility, investigative, judiciary, or legal work that provides knowledge, skills and abilities needed to perform the work; Associate 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 knowledge, skills and abilities needed to perform the work; Graduation from high school and three years of experience in eligibility, investigative, judiciary, or legal work that provides knowledge, skills and abilities needed to perform the work; or an equivalent combination of education and experience. Preferences: Prefer applicants with computer experience and/or knowledge of State Network Systems to include the ACTS (Automated Collections Tracking System), imaging programs and Windows software including Microsoft Word. Bilingual applicants (English/Spanish) encouraged to apply.

Starting Salary: $29,572.00 if fully qualified or possibly higher depending on experience and credentials. Compensation for full-time employees include excellent benefits that total over $9,000.00 annually.

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

Apply for this position

AA/EOE