

County of Berks

POSITION DESCRIPTION FORM

Position Title: Compliance Officer I

Department: Domestic Relations Reports To: Compliance/Locate Unit Manager
(Title)

Effective Date: 9/30/03 Revision Date: 3/2011

Wage Category: Exempt Non-Exempt

EEO-1 Category: Professionals Union Classification: AFSCME Eligible

POSITION SUMMARY:

The Compliance Officer I is an entry level officer position, training to perform the duties of a compliance officer. The Compliance Officer conducts contempt conferences with clients and attorneys to determine a fair and appropriate court order agreeable to all parties for the repayment of missed support payments. This position is also taught how to present a contempt hearing before a family court judge. The Officer I learns how to manage a caseload effectively and efficiently with the goal of handling all duties independently. Upon completion of one year as a Compliance Officer I and a good or better performance evaluation, the employee is eligible for promotion to a Compliance Officer II.

The following applies to all employees of the Domestic Relations Section serving the 23rd Judicial District of Pennsylvania: Employees must assist in maintaining high program performance standards through efficient work practices and by active engagement in process improvement and training, which occasionally requires travel. Employees must diligently maintain a safe and secure working environment for employees and the public through compliance with all safety and security procedures.

POSITION RESPONSIBILITIES:

Essential Functions

1. Utilize the PACSES computer system to review automated mail alerts associated with monitoring the enforcement action needed on support cases and for effective caseload management. Update all system information as needed.

2. Prepare court summaries to reflect all alleged acts of contempt and case specific facts for presentation and testimony at contempt hearings before Family Court Judges.
3. Schedule and conduct contempt conferences in the Domestic Relations Section with clients and attorneys for the purpose of addressing and resolving the defendants' failure to make payments in accordance with the terms of the support order. Prepare an appropriate order for repayment of missed support payments.
4. Respond to all types of correspondence received pertinent to the compliance aspects of the caseload. Answer correspondence received and address all issues related to scheduled contempt conferences and hearings and all compliance issues regarding unreimbursed medical bills.
5. Review targeted cases for monthly Driver's License and Recreational License Suspension intent letters to be mailed to the defendant. Make timely requests for application and issuance of bench warrants when defendants fail to appear for scheduled proceedings as ordered.
6. Perform monthly report work as assigned that identifies eligible cases for effective caseload management and improving performance ratios in the areas of current support and arrears collections.

MINIMUM EDUCATION AND EXPERIENCE:

1. Completion of Bachelor's degree from an accredited college or university, preferably with a degree in Criminal Justice, Social Services, Pre-law or other related field.
2. Experience in dealing with people or court-oriented organizations preferred

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

1. Basic computer knowledge/PACSES
2. Working knowledge of the applicable local, state, federal, and case procedural laws relating to support; ability to apply support laws in practical situations; negotiating skills; ability to express ideas clearly, accurately, and detailed, both orally and written; ability to establish effective working relationships with associates and the public; ability to independently maintain a caseload and work with minimal supervision.

PHYSICAL DEMANDS:

Sitting and typing for extended periods of time is commonplace with the advent of personal computers and electronic means of correspondence. Articulating keyboards with attached mouse pads are used to alleviate some of the stress on the hand and back muscles. Screen glare guards or modernized low glare CRTs are used to reduce eye strain.

WORKING ENVIRONMENT:

The office conditions are typical for an office environment with the occasional climate control system discomfort. The stress of using a computer, especially the stress on the hand and back muscles can be problematic when performed for extended periods of time. The high volume of demanding clientele and meeting the goals continually enhancing the effectiveness of the program are added stresses

This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.