

County of Berks

POSITION DESCRIPTION FORM

Position Title: Conference Officer I

Department: Domestic Relations Reports To: (Title) Establishment Manager

Wage Category: Exempt Non-Exempt

EEO-1 Category: Paraprofessional Union Classification: AFSCME eligible

POSITION SUMMARY:

The Conference Officer I is an entry level officer position. The officer learns and performs the duties of a conference officer with supervision, including conducting support conferences with clients and attorneys to determine a recommended amount of support by applying the Pennsylvania state guidelines, and all applicable federal state and local rules, regulations and laws. The Officer learns to manage a caseload effectively and efficiently with the goal of independently handling all officer duties.

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. Conducts support conferences with clients and attorneys to resolve support complaints and petitions using accurate application of the Federal and State Rules. This includes analyzing parties' financial documents, calculating the support amount, entering the interim or final order on the state-wide computer system, and completing all summaries and file and entries.
2. Prepares agreement orders of support for modification, credit and terminations through walk-ins, written or phone requests from clients and attorneys.

Effective Date 9/30/2003

Revision Date

3. Analyzes and takes appropriate action on child support cases that are referred for problem resolution or other necessary action.
4. Does locate and personal service work on cases where the defendant fails to appear for a scheduled conference
5. Responds to client and attorney case inquiries and concerns by telephone, mail and internet on more complex case issues

Non-Essential Functions

MINIMUM EDUCATION AND EXPERIENCE:

1. Bachelor's degree at an accredited college or university, preferably with major course work in social services, social sciences, public relations, law, psychology or a related field.
2. Experience in dealing with the public through service-oriented organizations preferred.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

1. Excellent communication skills, including the ability to express ideas clearly and accurately
2. Negotiation and decision-making skills
3. Ability to learn and apply the federal, state and local rules and statutes governing the child support program
4. Ability to quickly and accurately assess problematic situations, and provide concrete direction towards resolution
5. Mathematical abilities in order to accurately calculate child support guidelines and yearly net incomes
6. Ability to read individual's financial information, including pay stubs and tax returns.
7. Ability to thrive in a stressful, fast-paced team environment

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.

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.

ACKNOWLEDGEMENT OF RECEIPT OF POSITION DESCRIPTION

Signature of Employee

Date

Signature of Supervisor

Date
