

County of Berks

POSITION DESCRIPTION FORM

Position Title	<u>Establishment Unit Caseload Coordinator-Office Support III</u>		
Department	<u>Domestic Relations</u>	Reports To (Title)	<u>Establishment Manager</u>
Effective Date	<u>2/28/07</u>	Revision Date	<u>1/15/08</u>
Wage Category:	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt	
EEO-1 Category	<u>Administrative Support</u>	Union Classification	<u>AFSCME Eligible</u>

POSITION SUMMARY:

This position performs a variety of advanced clerical duties within a team structure, including assisting officers and responding to internet, phone and mail inquiries. This clerical team member independently addresses and resolves complicated casework issues, and evaluates the need for officer intervention and is responsible for reviewing monthly reports. This person communicates regularly with team members, client attorneys, other courts and other county departments to coordinate the transfer of information and respond to requests for information.

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. Answers large volume of phone calls, mail and internet inquiries from clients, attorneys and reciprocal courts with problems, procedure questions, and requests for casework assistance, including the explanation of departmental procedures and current child support laws, continuance and telephone conference requests. Processes continuance and telephone conference requests, contacts clients and attorneys for additional information as necessary. 50%

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|---|-----|
| | 20% |
| 2. Resolves PACSES MAIL alerts by working cases; schedules and reschedules conferences, works pending case report monthly to determine case status on pending cases; takes appropriate action to have pending matters resolved. Works three year review report as needed to determine review eligibility of cases. | |
| | 15% |
| 3. Assists the officer in responding to walk-in clients and attorneys, taking the necessary actions and/or referring the information to the officer. Prepares orders to appear and schedules cases for conferences in PACSES to personally serve clients. | |
| | 5% |
| 4. Executes the emancipation procedure by sending status inquiries to the parties, following through with appropriate actions and by contacting the high schools to confirm graduation dates. | |
| | 5% |
| 5. Processes Rule 1910.19(f) contests received from clients, schedules conferences, docket and mails notices to parties. Processes cases Rule 1910.19(f) cases when they need to be placed back on PACSES system; prepares administrative petition for order review, schedules conference, personally serves Defendant, mails and docket notices. Processes cases that meet Rule 1910.19(f) for possible modification; prepares administrative petition, schedules modification conference, serves Defendant, mails and docket notices. | |
| | 5% |
| 6. Processes returned mail and returned Earnings Verifications, updates PACSES system as necessary. Prepares conference drawers for officers to include all relevant information received and necessary for upcoming support conferences. | |

Non-Essential Functions

***% of
Time***

MINIMUM EDUCATION AND EXPERIENCE:

1. High school diploma or G.E.D. certificate from a recognized agency
2. A minimum of 2 years of office experience with word processing and customer service.
3. Any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

1. Excellent written and oral communication skills

2. Ability to use independent judgment and decision-making skills in the disposition of routine problems
3. Good organizational and time management skills
4. Ability to understand and carry out oral and written directions
5. Knowledge of federal, state and local support laws and regulations as it pertains to the daily functions of the job
6. Ability to use reference materials, the internet and other available resources to perform basic locate functions
7. Ability to use word processing equipment and the state-wide child support computer program

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.