



## County of Berks POSITION DESCRIPTION FORM

<b>Position Title:</b>	<b>Office Support III - Intergovernmental</b>		
<b>Department:</b>	Domestic Relations	<b>Reports To: (Title)</b>	Interstate Manager
<b>Effective Date:</b>	February 14, 2005	<b>Revision Dates:</b>	March 2011 November 21, 2019
<b>Wage Category:</b>	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt	
<b>EEO-1 Category:</b>	Office & Clerical	<b>Union Classification:</b>	AFSCME

### POSITION SUMMARY:

This position performs a variety of advanced clerical duties with a special focus on Interstate, Intrastate and International cases within a team structure, including assisting the Interstate Officer 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. This person communicates regularly with team members, clients, attorneys, other courts and other county departments to coordinate the transfer of information and respond to requests for information. In addition, this position is responsible for reviewing and performing necessary actions on monthly case reports.

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, including the IFSA and UIFSA laws. Assists UIFSA/IFSA officer with contacting other courts.
2. Processes the paperwork for the transfer and registration of cases, and re-direction of payments to and from other counties and states. Coordinates and prepares out of state personal service requests.

3. Reviews computer mail alerts received from other staff and from other states and takes appropriate action to resolve the alert. Analyzes and researches DIT lists, NICR reports, Self-Assessment reports and takes appropriate actions.
4. Assists the UIFSA/IFSA officer in responding to walk-in clients and attorneys, taking the necessary actions and/or referring the information to the officer. Assist the UIFSA/IFSA officer with keeping training manuals updated and current
5. 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

### ***Non-Essential Functions***

Works medical alerts and conducts follow up with employers regarding the National Medical Support Notice (NMSN). Contacts clients to determine medical coverage and answers client questions regarding the NMSN process.

### **MINIMUM EDUCATION AND EXPERIENCE:**

- High school diploma or G.E.D. certificate from a recognized agency.
- A minimum of 2 years of office experience with word processing and customer service.
- 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.
8. Able to handle stress.
9. Physical presence in the office is required.

### **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

*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.*