

OFFICE OF PROSECUTING ATTORNEY  
CHILD SUPPORT ENFORCEMENT AGENCY  
WAYNE COUNTY, OHIO

DANIEL R. LUTZ  
PROSECUTING ATTORNEY

SHAYNE M. OEHLHOF, DIRECTOR  
428 W. LIBERTY STREET, SUITE 11  
WOOSTER, OHIO 44691

**EMPLOYMENT OPPORTUNITY  
ENFORCEMENT CASE MANAGER/INVESTIGATOR I**

The Wayne County Child Support Enforcement Agency is seeking to fill an opening for an Enforcement Case Manager/Investigator. This position is full-time (40 hours per week). The pay range for this position is \$14.44 to \$17.55 an hour. Wayne County benefits, including health insurance, life insurance, eleven (11) paid holidays, vacation, and sick leave, are available. Starting rate will be based upon education and experience. The agency also offers a remote work option upon successful completion of a probationary period.

**Duties:** Manages family support cases in accordance with federal, state and local laws and procedures. Provides information and assistance to individuals, including customers, courts, employers, financial institutions, etc., in response to inquiries received by telephone, mail, fax, electronically or in person and performs research to determine solutions in customers' cases. Processes appropriate documentation for family support cases and maintains appropriate documentation. Conducts investigations to ensure compliance with family support obligations. Keeps abreast of changes in the child support program, laws, policies and procedures. Develops and maintains working relationships with associates, other governmental units and the public. Other duties as assigned. There is no "field work" included with this position.

**Proficiencies:** The successful candidate must possess superior organizational and customer service skills and be proficient in computer operations, including Microsoft Office Suite. The successful candidate must possess knowledge of child support practices and procedures, intermediate level mathematical principles, and court orders. The successful candidate must possess superior communication skills. The successful candidate must possess the ability to work independently; extract information from various sources; present and explain relevant policies and procedures; retain and apply information from procedures; read, copy and record information; analyze and interpret data; and prepare and maintain accurate documentation. The successful candidate is knowledgeable of employment opportunities and resources and can provide appropriate referrals to assist parents seeking employment.

**Applications:** Must be 18 years or older to apply. Must be 18 years or older to apply. **Qualified applicants should submit an application, cover letter and resume to the Wayne County Child Support Enforcement Agency, attn Director Shayne Oehlhof, 428 W. Liberty Street, Suite 11, Wooster, Ohio 44691 or via email to [shayne.oehlhof1@jfs.ohio.gov](mailto:shayne.oehlhof1@jfs.ohio.gov). Applications are available at the Wayne County Commissioner's Office, 428 W. Liberty Street, Wooster, Ohio 44691 or online at <https://www.wayneohio.org/employment-opportunities>.**

THE WAYNE COUNTY CSEA IS AN EQUAL OPPORTUNITY EMPLOYER

Date posted: November 12, 2021

Qualified applicants should apply by Monday, December 6<sup>th</sup>, 2021.

TELEPHONE: 330-287-5600  
WAYNE\_CC@JFS.OHIO.GOV

PAYMENT LINE: 1-800-860-2555  
HTTP://CSEA.WAYNEOHIO.ORG

TOLL FREE: 800-216-6636  
FACSIMILE: 330-287-5623