

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

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**EMPLOYMENT OPPORTUNITY
ENFORCEMENT CASE MANAGER/CUSTOMER SERVICE SUPERVISOR I**

The Wayne County Child Support Enforcement Agency is seeking to fill an opening for an Enforcement Case Manager/Customer Service Supervisor I. This position is full-time. Wayne County benefits, including health insurance, life insurance, vacation and sick leave, are available. The starting pay for this position is commensurate with educational attainment, experience and level of skills, abilities and knowledge as outlined below.

Qualifications: Possession of at least two (2) years of college level coursework in Public or Business Administration, Behavioral Science, Social Service or other related field and/or a minimum of two (2) years Child Support Case Management II experience.

Duties: Provides direct supervision and performance management to child support enforcement case manager/investigators. Assigns and reviews work of subordinates; ensures enforcement of laws, compliance issues and procedural issues related to the establishment and case management of family support orders. Provides training and guidance to new and current employees concerning case management and investigative practices and procedures and child support program procedures and guidelines. Completes performance evaluations of subordinates' work; meets with subordinates regarding any grievances. Must have experience in effectively providing timely guidance and feedback to help others strengthen specific knowledge/skill areas. Can effectively clarify issues at hand, explain, demonstrate and follow-through with feedback and reinforcement. Conducts staff meetings; fields customer complaint calls; determines need for new staff members, interviews applicants and makes recommendations for the hiring of new employees. Disciplines subordinates when necessary and reviews, approves, or denies requests for leave.

Knowledge, Skills and Abilities: Thorough knowledge of local, state and federal processes and procedures that impact the department and child support program. Ability to coordinate, motivate and direct employees. The successful candidate must possess superior organizational skills, and be proficient in computer operations including Microsoft Office Suite, SETS and electronic document management. Ability to select, train and supervise employees. The successful candidate must possess superior oral and written communication skills, work independently, extract information from various sources and present and explain relevant policies and procedures.

Applications: Must be 18 years or older to apply. Submit an application to the Wayne County Child Support Enforcement Agency, attn Brynn Jackson, Director, 428 W. Liberty Street, Suite 11, Wooster, Ohio 44691 or via e-mail at Brynn.Bunting-Jackson@jfs.ohio.gov or via fax (330) 287-5623. Applications are at the Commissioners' Office, 428 W. Liberty Street, Wooster, Ohio 44691 or via the internet at <http://www.wayneohio.org/employment-opportunities>. Deadline for submissions is the close of business June 18, 2019 or until filled.

THE WAYNE COUNTY CSEA IS AN EQUAL OPPORTUNITY EMPLOYER

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