

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO:A2: DHR15115171

DATE POSTED: 04/09/18

POSITION NO: 240313

CLOSING DATE: 04/20/18

POSITION TITLE: Child Support Enforcement Officer

DEPARTMENT NAME / WORKSITE: DHR - Department of Child Support Services - St. Michaels, Arizona

WORK DAYS: Monday-Friday REGULAR FULL TIME: GRADE/STEP: A170A

WORK HOURS: 8 AM - 5 PM PART TIME: NO. OF HRS./WK.: _____ \$ 29,307.20 PER ANNUM

SENSITIVE SEASONAL: DURATION : _____ \$ 14.09 PER HOUR

NON-SENSITIVE TEMPORARY: _____

DUTIES AND RESPONSIBILITIES:

Interview applicants for child support enforcement services; Assists clients in completing application to services and reviews forms and data presented by client. Explain a procedures and fee schedule to a client. Review cases and considers next appropriate action on case; Skip traces and investigates information in the locations of individuals for purposes of child support enforcement and collections; location and interviews absent parents to determine their ability to support their minor children. Draft and finalizes Notices to be served upon the absent parent; Drafts and finalizes administrative default orders and other legal documents and submits to the Hearing Office for approval. Schedules clients for Genetic Testing, presents case for hearing during Administrative Hearings and also may be required to testify in court on matters relating to Child Support Enforcement. Maintains responsibility for accuracy and documentation of information obtained from investigation of child support activities. Prepares legal documents for preparation and present to hearing offices; prepares and submits monthly reports and performs other duties as assigned.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- A high school/GED; and three (3) years of experience in investigating claims, collections of debts or related work; or an equivalent combination of education and experience.

Special Requirements:

- Possess a valid state driver's license.
- A favorable background investigation.

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

Knowledge of: Basic case management skills, interviewing techniques and recordkeeping; collection processes; Navajo Nation Law; public relations/customer service principles; Federal and State Regulations, Navajo Nation Policies and Procedures. **Skill in:** understanding and following oral/written, instruction/direction; utilized computer databases to research, maintain and update records and files; establishing/cooperative working relationship with resources in the course of work at all times maintain professionalism. **Abilities:** Able to understand and communicate in Navajo language,

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.