

**POSITION DESCRIPTION
COUNTY OF JOHNSON, INDIANA**

POSITION: Deputy/Child Support

DEPARTMENT: Clerk

WORK SCHEDULE: 8:00am-4:30pm, M-F

JOB CATEGORY: COMOT II (Computer, Office Machine Operation, Technician)

STATUS: Full-time

FLSA STATUS: Non-exempt

DATE WRITTEN: December 2019

DATE REVISED: October 2023

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Johnson County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Deputy/Child Support and Court Fines for the Clerk, responsible for payment processing for civil, criminal, and child support fees due and maintaining accurate financial records, opening and updating child support cases, and preparing related reports.

DUTIES:

Greets visitors and answers phone calls, ascertains nature of business, responds to request promptly and positively, and directs to the appropriate official when necessary, all while providing superior customer service.

Receives and processes large sums of money via cash, checks, money orders, and credit cards for ISETS (Child Support), Odyssey (Trust), and Quest (Juvenile). Verifying cash is not counterfeit through the money counter. Balances cash drawers daily and investigates any discrepancies. All monies and till balance sheet are submitted to Bookkeeper daily.

Print payment histories for child support after thorough research and investigation, all while following strict federal confidentiality requirements by verifying ID of person requesting report. Handles multiple inquiries via phone and in-person regarding child support cases including non-payment, modifications, emancipation process, cash bonds, and Court cases including garnishment balances, and Court orders.

Posts payments administered by Bookkeeper and Records Clerk. Also, enters required information for reporting purposes, scans files, and files payments.

Posts existing/pending cash bonds after extensive investigation, corrects any demographical errors in address for both defendant and cash bond depositor. Scans and files accordingly as confidential record.

Processes/releases satisfaction of judgments for surety bonds after extensive investigation, enters/publishes to necessary reports, scans files, and files accordingly.

Completes daily research for all pending cash bonds and surety bonds in order to maintain files and reports per State Statute.

Responsible for applying judgment payments, which includes research to find correct Court Case by either reading through case summaries, Court orders, and/or judgments for detailed information regarding payments.

Creates new cases in Odyssey for Alcohol and Drug Evaluation Tracking for Franklin City Court and Greenwood City Court in order to process payments for Court ordered fines.

Enters Court orders for NIVD (private party) child support cases. This includes obtaining ISETS (Indiana Support Enforcement Tracking System) information forms from the parties and/or counsel on the case for new cases, and periodically calling the Court to verify modifications on existing cases.

Reviewing monthly child support emancipation reports to locate any errors, and re-open cases that require child support payments to continue.

Enters Court Orders regarding Court fines and Pre-Trial Diversions on Civil/Criminal Cases in Odyssey.

Processes electronic filing for new and subsequent pleadings for civil cases.

Processes large amounts of mail daily, posting payments to corresponding Court cases, and mailing letters of satisfaction to parties/counsel on case.

Completes/clears Court assigned tasks in Queues 12 and 13.

Assists Deputy/Bookkeeper and Deputy/Bookkeeper-Child Support which includes verifying monies received are correct and assistance on tasks as needed.

Assists Deputy/Criminal and Deputy/Civil & Probate Clerks which includes processing warrants, reading/posting/entering/releasing/satisfying Judgments, electronic filing Court documents, Sheriff service returns, and the completion/clearing of Queue 4 through a series of steps.

Required to occasionally work extended hours, weekends, evenings, travel out of town for training and seminars and may include overnight stay.

Federal Security Certification is required annually for the Child Support Bureau, which includes fingerprinting and background checks.

Maintain security, confidentiality, and record per County, State, and Federal Guidelines.

Cross training to assist Main Office Civil Case openings for protective orders, divorces, small claims, and evictions.

Cross training to enter Judgments, County Ordinance Deferrals, and Infractions in Odyssey.

Cross training to assist on criminal summons, and warrants in the Odyssey and Incite programs.

Continuous InVest training for the new Child Support system to replace ISETS, including on-line and in person. Once system is implemented, five days of on-site training is required.

Maintain a clean and organized working environment.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High attention to detail for accuracy and for error identification is essential for position. Errors can adversely affect security, confidentiality, and record for multiple government agencies.

Excellent communication skills required for position as work can impact many departments, therefore communication is essential.

Working knowledge of Department policies and procedures, applicable local and state rules and regulations, the Court system, and ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of basic bookkeeping principles and ability to perform simple arithmetic calculations and receive, receipt, and accurately record money.

Working knowledge of standard English grammar, spelling, and punctuation, and ability to prepare correspondence and written reports.

Ability to properly operate a variety of standard office equipment including computer, calculator, fax machine, copier, scanner, telephone, shredder, and credit card reader for payments.

Ability to compile, collate, classify, analyze, evaluate, observe, diagnose, investigate, coordinate, place, make determinations, and take action based on data analysis.

Ability to understand, memorize, retain and carry out written or oral instructions and present findings in oral and written form.

Ability to provide public access to or maintain confidentiality of department information and records according to State requirements.

Ability to effectively communicate orally and in writing with co-workers, other County personnel, attorneys, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to work alone with minimal supervision and with others in a team environment.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to occasionally work extended hours, weekends, evenings, travel out of town for training and seminars but not overnight.

Willingness and ability to cross-train for other departments.

Required annual Federal security training and completion of exam for Child Support certification.

Will need to complete FBI background check and fingerprinting as required.

High School Diploma or GED.

Must be deputized and reside in Johnson County.

Must be at least 18 years of age.

Possession of a valid driver's license and demonstrated safe driving record.

II. RESPONSIBILITY:

Incumbent performs standard, recurring duties according to well-established Department policies/procedures and legal requirements, with priorities determined by seasonal deadlines and service needs of the public. Assignments and objectives are set jointly by incumbent and supervisor. On rare occasions, decisions are made in the absence of specific policies and procedures, and/or guidance from supervisor. Work errors are primarily detected or prevented through standard bookkeeping checks, procedural safeguards, and notification from other departments or the public. Work errors could result in loss of time to correct error, inconvenience to other agencies or the public, and loss of money to department. Acts in the name of the County Clerk and shall perform all official acts as may be lawfully done.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with coworkers, other County, State, and Federal departments and agencies, private agencies/organizations/businesses, and the public for the purpose of exchanging information via email, phone, US mail, fax, and in-person interaction which can be time-sensitive in nature all while adhering to Indiana Code.

Incumbent reports directly to the Chief Deputy Clerk and to the Clerk of Circuit and Superior Court.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment involving sitting/walking at will, lifting/carrying objects weighing less than 50 pounds, bending/reaching, close/far vision, color perception, crouching/kneeling, keyboarding, sitting for long periods, hearing sounds/communication, handling/grasping/fingering objects, and speaking clearly. Incumbent occasionally works extended hours, weekends, evenings, travels out of town for training and seminars but not overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT:

The job description for the position of Deputy/Child Support for the Clerk’s Office describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes _____ No _____

Applicant/Employee Signature

Date

Print/Type Name