

## Richland County – Position Description

<b>Name:</b>		<b>Department:</b>	Child Support Agency
<b>Position Title:</b>	Clerical Assistant II, Part-Time	<b>Pay Grade:</b>	E
<b>Date:</b>	November 29, 2022	<b>Reports To:</b>	Child Support Administrator

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### Purpose of Position

The purpose of this position is to perform a wide variety of routine and non-routine clerical duties to support caseworkers for the Richland County Child Support Agency.

### Clerical Assistant II Duties and Responsibilities

- Operate a multi-line telephone system.
- Provide customer service in person or over the telephone with the ability to explain the child support program and procedures and provide case information from KIDS state-wide child support system to participants upon request.
- Document all communications (written or oral) with customers in KIDS.
- Maintain confidential child support computer records.
- Maintain knowledge of contemporary relevant laws, regulations, policies and programs as they apply to the Agency.
- Ability to apply general computer skills including: Word, Excel, Outlook, and Internet applications, as may be required.
- Process incoming and outgoing mail.
- File information related to child support cases.
- Receipt customer payments in person and by phone.
- Assist Child Support Agency staff in obtaining information for the purpose of locating, establishing, and enforcing child support cases.
- Scan & e-file documents for electronic retention.
- Ability to work without supervision to perform tasks and make independent judgment.
- Perform all other related duties as assigned.
- Employee shall attend a minimum of (2) two continuing education classes on an annual (calendar year) basis.

## **Minimum Training and Experience Required to Perform Essential Job Functions**

- High school diploma or equivalent is required.
- One year of experience in customer service and general office functions.
- Knowledge of computers, phones, and copy machine.
- Excellent communication skills—both written & oral.

## **Physical and Mental Abilities Required to Perform Essential Job Functions**

### **Language Ability and Interpersonal Communication**

- Ability to read & assess customer needs.
- Knowledge of appropriate safeguards for confidential information and ability to maintain confidentiality.
- Ability to communicate effectively and professionally with customers, co-workers, and court officials.
- Ability to interpret policies, procedures and standards to specific situations.
- Ability to work effectively with people of diverse backgrounds.

### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide, calculate percentages, decimals and fractions.

### **Judgment and Situational Reasoning Ability**

- Ability to apply common sense understanding to carry out instructions furnished written, oral or diagram form.
- Must have problem-solving and people skills to be able to assist and support customers.

### **Physical Requirements**

- Ability to operate office equipment and machinery requiring simple, periodic adjustments including personal computer, telephone, photocopier, fax, etc.
- Ability to regularly exert light physical effort such as sitting; using hands to reach, lift and grab; standing; walking; stooping; kneeling; and crouching.
- Required to lift up to twenty-five (25) pounds.

**Environmental Adaptability**

- Ability to work in an office environment with occasional threat of violence.

**Other Requirements**

- This position requires the applicant to pass a background check and submit themselves for fingerprinting.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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Employer's Signature

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Supervisor's Signature

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Date

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Date