

## NORTHUMBERLAND COUNTY DOMESTIC RELATIONS OFFICE

**DRO INTERN CASEOFFICER: \$34,219.**

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**DEFINITION:** This is professional work which involves complex case management. This employee also will operate the Pennsylvania Automated Child Support System. Typical tasks are of a constantly recurring nature but require the incumbent to be familiar with a number of possible work methods and to choose processes applicable in a variety of situations. Responsibility, Initiative and Independence is exercised greatly in this area of work. A mandatory training via the PACSETI website will be taken. This is a 65 hour course, self-paced.

### **TYPICAL EXAMPLES OF WORK:**

- Perform all statewide computer requirements and training on PACSES system
- Communicate in a professional manner with clients, attorneys and other agencies.
- Attend workshops relating to the field of case management
- Attends all court related matters when necessary.
- Work closely with staff of Domestic Relations and Court Personnel.
- Reviews pertinent documentation and take appropriate action presented to the Domestic Relations office for the purpose of case management.
- Apply all aspects of the Privacy Act and Federal, State and Local regulations.
- Performs all related work as required and takes appropriate actions for the purpose of case management.
- Responds to client correspondence and maintain all phone calls from clients, attorneys, and other agencies.
- Performs operational case duties on statewide computer system and maintain daily logs of all casework transactions.
- Applies all enforcement remedies when case meets criteria.
- Makes critical decisions on case management and enforcement issues.
- Operates the PACSES Imaging system
- Performs all other related work.

### **REQUIRED KNOWLEDGE:**

- Knowledge of the techniques of conflict resolution
- Knowledge of federal, state, and local rules, regulations, policies and objectives pertaining to child support cases.
- Ability to resolve difficult case situations.
- Ability to express oneself clearly and effectively, orally and in writing.
- Ability to apply mathematical skills in all units of measure, compute rate and percentages and interpret graphs.
- Ability to define problems collects data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions and deal with several abstract concrete variables, arriving at logical solutions.
- How to interact with emotional or hostile individuals.
- Ability to use time management skills properly.

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**MINIMUM REQUIREMENTS:**

- A Bachelor's Degree
- A valid PA Driver's license

**Northumberland County is an Equal Employment Opportunity Employer.**