



## **DRO Intern Case Officer**

**This position is classified on the International Brotherhood of Teamsters Local Union No. 764 Professional Bargaining Unit**

### **Amenities:**

The County of Northumberland offers a full benefits package including health insurance, prescription, vision, dental, vacation, holiday, sick, personal time, and retirement.

### **Position Summary:**

This is professional work, which involves complex case management. This employee will also operate the Pennsylvania Automated Child Support System. Typical tasks are of a constantly recurring nature but require the incumbent to be familiar with several 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.

### **What You'll Do:**

- Perform all statewide computer requirements and training on PACSES system.
- Communicate in a professional manner with clients, attorneys, and other agencies.
- Attending 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 maintains 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.
- Make critical decisions on case management and enforcement issues.
- Operates the PACSES Imaging system.
- Performs all other related work.

**Job Requirements/Skills & Abilities:**

- 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, collect 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.
- 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, establishes 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.

**Minimum Training & Experience:**

- A bachelor's degree
- A valid PA Driver's license

**Employment Category:**

- Full Time

Northumberland County is an Equal Employment Opportunity Employer. Interested and Qualified Candidates must send Resume' to:

Domestic Relations

320 N. Second St- PO Box 369 Sunbury, Pa 17801

Attention: Cindy K. Price

DEADLINE: 05/19/23

**The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to successfully do the job.**

