**FRANKLIN COUNTY**
**CHILD SUPPORT ENFORCEMENT**
**80 E. Fulton Street**
**Columbus, Ohio 43215**

# J O B  A N N O U N C E M E N T

**POSITION TITLE:** Client Affairs Officer (Non-Bargaining) **PCN:** 086005

**DEPARTMENT:** Quality Assurance Department **P. R.:** N13

**REPORTS TO:** Stephen Wygle, Quality Assurance Manager

**RESPONSIBILITIES:** Resolves difficult, sensitive, complex and unusual problems relating to client cases. Represent the agency in State Administrative Hearings by investigating issues, preparing an appeal summary and testifying under oath as to the actions of the agency in accordance with current policy and procedures. Act as a troubleshooter by researching and preparing written responses to complaint inquiries from the general public, clients, government agencies and elected officials.

Prepare case information upon receipt of a judicial subpoena in preparation for appearance and representation of agency in court hearings. Investigate complaint inquiries and refer cases to agency departments for corrective action. Assist other agency departments with policy and procedure questions and/or case problems. Conduct financial audits of difficult and complex cases. Prepare case resolutions after identifying problem areas concerning existing policy and procedures. Assist auditors with program reviews of agency compliance with state policy and prepare selected cases for audit review. May represent the agency by attending civic and community meetings and speaking publicly.

**MINIMUM QUALIFICATIONS:** Bachelor's degree in Human Services, Communication, or related field with two (2) years of child support enforcement experience; or any equivalent combination of training and experience.

**STARTING SALARY:** $21.48 per hour, plus a comprehensive benefits package.
180 Day Probationary Period

**DATE POSTED:** Friday, January 13, 2017

**DEADLINE TO APPLY:** Friday, January 27, 2017

**If interested, please go to http://commissioners.franklincountyohio.gov/hr/ and apply on-line.**

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