

# PUYALLUP TRIBE OF INDIANS

## JOB ANNOUNCEMENT

**OPENS:** JULY 24, 2017 **CLOSES:** AUGUST 23, 2017  
**JOB TITLE:** CHILD SUPPORT CASE MANAGER **DEPARTMENT:** CHILD SUPPORT  
**REPORTS TO:** CHILD SUPPORT ENFORCEMENT **SALARY:** BASE ON MATRIX + BENEFITS  
DIRECTOR

*(NOTE: THIS POSITION IS GRANT FUNDED.)*

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### **POSITION SUMMARY:**

Under the general direction of the Director, provides comprehensive child support services to children, custodial parent, and non-custodial parent including the establishment of paternity and child support orders. Provides enforcement of the child support orders and reviews orders as necessary for modification.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Analyzes cases to determine appropriate actions.
2. Manages caseload that includes but is not limited to maintaining tickler system, meet deadlines for court and federal requirements.
3. Initiates actions to establish paternity and/or child support orders under guidelines set by Tribe.
4. Calculates child support obligations and debts and monitors payments made.
5. Initiates appropriate collection actions/activities by locating parties and their assets, gathering employment information, pursuing voluntary agreements or wage assignments and negotiates payment of child support debts; updates and recalculates debt as needed; update payments as needed and takes steps to remedy delinquencies.
6. Prepare writs and garnishments, as well as other court documents as needed.
7. Promptly and accurately records all actions taken, conversations held, documents received or requested in case files.
8. Promptly and accurately monitors whatever next action needs to be taken in each case, i.e. prepare letters, other court documents, motions, etc. Promptly returns phone calls and meet with walk-ins.
9. Ability to remain calm in difficult situations and with hostile clients and practice conflict resolution skills in tense situations.
10. Ability to defuse tense situations and remain impartial while ensuring due process.
11. Remain updated on federal and tribal code requirements.

12. Cooperatively work with other members of the Child Support Team including the process server, accountant, legal staff, director and court clerk.
13. Ability to multi-task and prioritize workload.
14. Must be willing to attend child support specific training.
15. May be requested to develop and present child support related presentations at conferences and training sessions.
16. Required to appear in Puyallup Tribal Court on behalf of program as needed.
17. Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

### **QUALIFICATIONS AND REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education and/or Experience**

Bachelor's degree (B. A. or B.S.) from four-year college or university in Business, Accounting or related field and two years related experience and/or training in Child Support Management; or satisfactory equivalent combination of education and experience on a year for year basis. Must have intermediate skills using word processing and spreadsheets (i.e. Word for Windows, Excel, Access, etc.). Must be able to demonstrate strong math skills in order to calculate debt, child support payments, back payments and proportional payments. Must be able to demonstrate the ability to pay attention to detail.

*Note: Part-time work is prorated in crediting experience (e.g., if you work 20 hours per week for a 12-month period, you will be credited with six months experience).*

#### **Language Skills**

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

#### **Mathematical Skills**

Ability to accurately add, subtract, calculate percentages and proportions using a calculator. Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

#### **Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to take responsibility for and be held accountable for all recommendations on caseload. Must possess understanding of tribal child support code.

## **Licenses or Certificates**

Must be bondable.

Must have and maintain a valid Washington State Driver's License and proof of automobile insurance.

## **Other Skills and Abilities**

Ability to remain calm in difficult situations and with intense clients.

Ability to defuse tense situations.

Ability to remain impartial.

Ability to be culturally sensitive in a diverse society.

Must pass a background check.

Ability to pass test on basic debt calculation, percentage and proportion using an adding machine.

Ability to use a personal computer and Word for Windows, Excel, Access and Outlook.

Must be able to maintain strict confidentiality.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires the ability to operate a personal computer, multi-line telephone, calculator, facsimile and photocopier.
- Requires the ability to read, write, communicate, and interpret information accurately in English.
- Requires the ability to concentrate and consistently produce accurate work.
- While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- The employee occasionally is required to stand and walk.
- The employee is occasionally required to stand and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.
- Work is performed in an office setting.
- Requires occasional travel using employee's own transportation.

The Puyallup Tribe of Indians reserves the right to revise or change job duties and responsibilities as the need arises. This position description does not constitute a written or implied contract of employment.

***INDIAN PREFERENCE EMPLOYER AS REQUIRED BY LAW***

**HOW TO APPLY:**

*Submit application and resume postmarked by the closing date to:*

Human Resource Department  
Puyallup Tribe of Indians  
3009 East Portland Avenue  
Tacoma, WA 98404

Ph.#: (253)573-7863

Fax#: (253)573-7963

Email: [jobs@puyalluptribe.com](mailto:jobs@puyalluptribe.com)

*Note: Applications & copies of job announcements available at Rm. # 157  
or online at [www.puyallup-tribe.com](http://www.puyallup-tribe.com)*