



Job Description

Department:	Domestic Relations
Position Title:	Initiation Officer
Pay Classification:	P&A 03 (\$17.95 - \$26.07/hr.) Annual Pay Increases, Paid Time off (Vacation and Sick) 13 Paid Holidays per year, Insurance Benefits Package County Pension Plan Benefit
Reports To:	Intake Supervisor

Position Summary:

Initiation Officers will work within the Domestic Relations Section serving as a point of contact for persons filing local complaints or Interstate(UIFSA)/Intrastate(IFSA) actions, filing modifications on IFSA actions, processing incoming IFSA petitions/complaints, and providing all services related to locating defendants.

Major Duties and Responsibilities:

- Multitasking-able to deal with many time sensitive issues at one time.
- High level of comfort with Customer Service skills.
- Ability to work in a professional and confidential environment.
- Technical knowledge of personal computer operations including Microsoft Word, Windows and general entry.
- High level of organizational and prioritization skills
- High level of accuracy.
- Ability to work effectively when dealing with time constraints as imposed by rule/law.
- Ability to process information and make decisions with or without direction.
- High level of communication and interpersonal skills allowing for effective interaction with clients, attorneys, other courts and other DRS personnel.
- Ability to comprehend a variety of documents including case files, civil complaints, UIFSA/IFSA forms, all locate forms and court orders.
- Ability to work effectively with potentially emotional individuals in a stressful and sometimes adversarial environment.
- Ability to work with clients who have poor life skills and a sometimes-limited education.
- Ability to interview and elicit information from individuals in a nonthreatening, calm, authoritative manner.
- Ability to express ideas clearly and concisely both orally and in writing.

- Time management skills and ability to work independently.
- Obtain and maintain JNET, CLEAR & eCIS credentials.
- Complete state required annual security training every May.
- Complete and/or attend any assigned PACSETI trainings.
- Complete the mandatory state 65-hour new hire within 6 months of hire date.

Job Requirements:

The following duties are typical for the position. They are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Meet with clients on a first come first served basis in the DRS for assistance in initiating actions to establish local and/or interstate/intrastate cases.
- Investigate and resolve problems clients may have in locating the other party.
- Utilize Paternity Tracking System to determine if paternity is in question on new filings.
- Contact other courts for status updates and in establishing a child support order.
- Schedule client appointments for filing UIFSA/IFSA packets and complete the packets either via phone or in person.
- Preparing paperwork and scanning forms into imaging for local complaints, Juvenile Orders, CYS, UIFSA and IFSA packets and if applicable giving case to court clerk for scheduling conference.
- Responsible to identify all documents that need to be docketed and dropping said documents in docket in a timely manner.
- Working LOO2 report and any other assigned reports provided through the State ePACSES system for locating addresses and employers for defendants.
- Request access and maintain access of Justice Network (JNET) for locate purposes. Complete any mandatory training required by JNET & adhere to all JNET policies and requirements.
- Register and maintain eCIS credential for locate purposes.
- Use CLEAR to run locate of clients as needed.
- Responsible for closing any support case that meets federal case closure criteria per 45 CFR 303.11.
- Using PACSES to generate the appropriate forms for initiation and location.
 - ≤ Civil Complaints
 - ≤ Interstate/Intrastate forms
 - ≤ Jail letters
 - ≤ Employer Request
 - ≤ Postal Request
 - ≤ Acknowledgment of Paternity
- Respond to ePACSES worker alerts generated daily.
- Keep abreast of changes in Interstate/Intrastate rules, and PACSES functionality as provided by the Director, Assistant Director, Supervisor or as made available on the Daily Production Report.
- Using PACSES to update cases when a child support order is received from out of state.
- Review incoming mail daily assuring that priority matters receive attention.

- Monitor federally established time limits for response to Interstate and Intrastate filings.
- Contact or communicate with any agency or entity involved in any matter as necessary including Attorneys, Employers, the County Assistance Office, other Courts, Children and Youth Services, Juvenile Probation, Child Care Information Services, The Bureau of Child Support Enforcement.
- Serves as the worker assigned to the case from date of filing until and order is established.
- Process any Department of Human Services case referrals from the Intake Grid.
- Work the financial hold report weekly.
- Perform work in accordance with established regulations, policies, directives or policy as set by the Courts, DRS management and the BCSE.
- Update any information in PACSES received through postals, employer letters, jail letters, acknowledgment of paternity or court orders.
- Enter a NOTE in PACSES for each interaction (personal contact, phone etc) with anyone related to a case and for update activities.
- Use Electronic Data Exchange to interact with other states on cases.
- Pull and review the jail list daily. Make info requests for any DRS clients who appear on the list.
- Utilize Office of Child Support Services System for locate purposes, to communicate with other states, review IRG (Intergovernmental Reference Guide), DOD (Department of Defense Info), QUICK (Query for Interstate Cases) and much more.

Minimum Education and/or Experience Required:

Two-year Associate Degree or Two years' experience in Child Support Enforcement.

To Apply:

Please complete the standard [County of Mercer Application](#) and send a letter of interest, salary history, and your resume to the following:

Mercer County
 HR Department
 125 S Diamond Street, Suite 17
 Mercer, PA 16137
hr@mercercountypa.gov

Applications can be submitted via USPS, e-mail, or hand delivered.

Deadline to Apply: Position posted until filled