



Job Description

Department: Mercer County Court of Common Pleas; Domestic Relations Section

Position Title: Enforcement Officer/UIFSA Officer

Pay Classification: P&A Grade 4 (Entry wage \$20.00/hr.)
Paid Vac./Paid Sick/13 Paid Holidays
Full Medical/Insurance Package Available
County Pension Plan

Reports to: Enforcement Supervisor/UIFSA Supervisor

Position Summary:

Enforcement/UIFSA Officers will work within the Domestic Relations Section serving as a point of contact for people involved in an ongoing case as both a resource for questions and for assistance in actions necessary for the enforcement of a Support Order using individual initiative and the PACSES system.

Major Duties & Responsibilities:

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

- Meet with clients as scheduled, or upon their appearance in the DRS for assistance in initiating actions in established cases and/or answer questions regarding DRS Law, case status or payment records.
- Investigate and resolve problems that clients may have concerning missing or late payments, enforcement problems and issues surrounding medical coverage.
- Schedule all modification review and contempt conferences via PACSES.
- Schedule and prepare matters for hearing with the appropriate Judge when demands are filed for Hearing De Novo or when contempt is necessary.
- Mail out Orders to Appear.
- Using PACSES, generate the appropriate forms for case enforcement and mail out all forms required for the following programs:

- Financial Institution Data Match Freeze/Seize
- Income Withholding
- Passport Denial
- Lottery Intercept
- Professional and Recreational Licenses Revocation
- Driver's License Suspension
- Credit Bureau Reporting
- Liens on Real Property
- Unemployment Compensation Attachment
- New Hire Report
- Federal and State Tax Refund Intercept
- Defendant Contempt
- Employer Contempt
- Respond to worker alerts and located on the MAIL screen in PACSES and the Performance Improvement Module (PIM) to determine appropriate enforcement actions needed.
- Keep updated of the frequent changes in Rule, Case Law, and PACSES functionality as provided by the Director, Assistant Director and Supervisor's, or as made available daily on the Daily Production Report.
- Using PACSES, adjusting case financial balances based on the result of hearings/conferences or the request of parties.
- Review incoming TASKS generated by the computer system daily, assuring priority matters receive appropriate attention and respond within two (2) days of receipt, unless management direction is necessary.
- Monitor time limits given for the response of enforcement notices.
- Contact or communicate with any agency or entity involved in any support matter as necessary, including attorneys, employers, County Assistance Office (CAO), other Courts, Children and Youth Services, Juvenile Probation, Childcare information services, the Social Security Administration and the Bureau of Child Support Enforcement (BCSE).
- Perform work in accordance with established regulations, policies, directives or policy as set by the Courts, DRS management and BCSE.
- Attend meetings, training and/or workshops as required.
- Must complete New Hire Training with PACSETI within six (6) months from date of hire.
- Work with designated locate staff in any case where a defendant's name and/or address is unknown.
- Update all case information in PACSES following hearings/conferences.
- Work the financial Non-Compliance Report (E009) routinely as well as designated reports assigned by the management staff of the DRS, including self-assessment reports, actionable case lists, % paid report and data

integrity lists to maximize performance to maintain a minimum of 80% as per Federal requirements in all performance measures.

- Enter a NOTE in PACSES for each interaction (personal contact, phone, etc.) with anyone related to a case and for updated activities.
- Utilize the computer system to scan any relevant documents into the PACSES Imaging system under case ID or Member ID.
- Communicate with the Work Search Coordinator and Bench Warrant Officer as needed on shared cases.

Note: The following tasks are specific to UIFSA Officers who manage cases involving interstate cases.

- Process incoming UIFSA cases and register cases out-of-state once either party moves.
- Contact out-of-state Courts as necessary using telephone, text message, email and Child Support Enforcement Network (CSENet) communications.

Job Requirements:

- Multitasking with the ability to deal with many time-sensitive issues at one time.
- Excellent customer service skills.
- Ability to work in a professional and confidential environment.
- Technical knowledge of personal computer operations including Microsoft Word, Excel, Windows and general data entry.
- High level of organizational and prioritization skills.
- High level of accuracy.
- Ability to work effectively when dealing with time constraints as imposed by law.
- Decision making ability and skills in negotiation and mediation.
- High level of communication and interpersonal skills allowing for effective interaction with clients, attorneys and other DRS personnel.
- Ability to comprehend a variety of documents; including case files, civil complaints, modification petitions, earnings reports, pay stubs, W-2's, tax returns and other records related to income data.
- A mastery of basic mathematical calculations.
- Ability to work effectively with potential 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 non-threatening, calm, yet authoritative manner.
- Ability to analyze information for appropriate action and resolution of case specific situations.
- Ability to express ideas clearly and concisely both orally and in writing.
- Excellent time management skills.

- Able to work independently.
- Bachelor's degree in business administration, Psychology, Sociology, Administration of Justice, Social Sciences or any other related area, or a minimum of four (4) years' experience in Child Support Enforcement.
- Previous DRS experience is helpful but not essential.

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 Will Be Posted Until Filled