PART-TIME CHILD SUPPORT CASE WORKER
Job Description
October 19, 2026

Position Title: Child Support Caseworker
Department: Child Support Agency
Reports to: Child Support Administrator
FLSA Status: Part-time/Non-Exempt
Salary Range: $19.00 - $24.77 per hour
Salary Grade:

Position Overview
This is a technical position, which requires independent judgment, initiative and discretion in managing an assigned caseload. It utilizes clearly defined County, State and Federal policies and procedures in the establishment of paternity; location of absent parents; determination of parents' legal support obligations; collection of child support; and initiation/enforcement of child, spousal, medical and foster care support orders.

Essential Duties and Responsibilities

- The child support case specialist independently gathers, examines and evaluates information from oral interviews with applicants, recipients, and/or non-custodial parents in accordance with the Child Support Enforcement Program Rules and Regulations under Title IV-D of the Social Security Act.
- The complex client contact requires a high level of discretion, specialized knowledge and skills in investigation and interviewing techniques. This individual must use a variety of research and investigative skills to gather pertinent background information for the location of non-custodial parents; including, but not limited to, confidential state information in accordance with Wisconsin Statutes (i.e. Department of Transportation records, Department of Workforce Development records, Social Security records);
- Research, read and interpret court orders and child support accounting records.
- Is accountable for the preparation of legal documents for the Child Support Agency including drafting of documents based on research analysis, and/or interpretation of Court Orders and case situation and negotiations with the custodial and non-custodial parent and/or attorney.
- Appear in a court of law to give testimony to corroborate facts in presentation of a given case.
- The specialist must be able to calculate and enter arrearages and interest and make adjustments on accounts.
- They must process and document payments receipted in the office or through the mail.
- The specialist often works on a large volume of projects covering a wide variety of subjects and is under pressure to achieve timely consummation of a given task.

- The specialist must maintain manuals, bulletins, policies and procedures as needed for reference and keep current on laws, rules and other regulations pertaining to the child support program.
- The specialist is expected to work independently under the direction of the Child Support Administrator.

EXAMPLES OF WORK: (illustrative only)

- Employing the State Informational Data System (KIDS) and participants paper files; document, retrieve, update, inquire, and enter data to maintain, process and manage participants' files.
- Determine action to be taken and take said actions (i.e. delinquency notices, income assignments, garnishments, Intergovernmental actions, Federal and State Tax Intercept, Worker's Compensation claims, Court actions through criminal, contempt or civil motions and judgments).
- Ability to formulate and analyze financial data for purposes of case presentation or reconciliation
- Prepare legal documents to initiate action to be taken under the direction of the Administrator.
- Arrange for paper service through law enforcement/private agencies.
- Establish paternity of non-marital children and establish child support and medical support orders related thereto.
- Performing genetic testing on participants to establish paternity by swabbing them, filling out sensitive documents and packaging them securely for shipping to the laboratory. Notifying parties of results.
- Locate absent parents through: law enforcement agencies, post office, relatives, job services, and employers, county and state agencies, social media, Federal Parent Locator Service and custodial parents.
- Assist agency attorney in and out of court negotiations.
- Draft and/or create legal documents for review and signature by the attorney and courts.
- Prepare case and/or financial exhibits for presentation to the court.
- Assist the agency attorney in the Courtroom on all assigned cases.
- Testify as a witness for the State in paternity, family or felony non-support cases.
- Establish, monitor and enforce court orders.
- Aid, and facilitate the Clerk of Court Office, Sheriff's Department, Office of Corporation Counsel and Family Court Commissioner's Office
- Perform related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Comprehensive knowledge of Wisconsin Statutes, family law, state policies and procedures, federal rules and regulations; as well as, knowledge of case types and definitions of Wisconsin Works (W-2), and to proficiently operate State Informational Data System (KIDS), Child Support Program practice, and Principles of Accounting.
- Knowledge of legal terminology and technical documents pertaining to the areas of responsibility; proficient organizational skills; ability to affect an extremely high level of confidentiality within and outside the perimeters of the work place as to the nature of confidential information, records and/or reports maintained; and the consequences should disclosure occur.
- Candidate shall have the ability to communicate with and respond to agency personnel, both custodial parent and non-custodial parent, who may be emotionally distressed; in a calm, reasonable manner in order that the best financial interest of the children and the taxpayer is achieved. Accuracy and attention to detail is essential.

- Candidate shall have the ability to manage a high level of daily contact by telephone or in person with agency personnel, applicants, recipients, non-custodial parents and other field-related professionals. Candidate shall have the ability to effect accomplishment of a given task where the possibility of friction exists through skills of diplomacy and persuasion.

- Must be able to nurture confidence and develop rapport with agency personnel, applicants and/or recipients and other field-related professionals; reason quickly; communicate effectively both orally and in writing; be patient and understand human nature; negotiate; preparation of legal document; discern conflicting or vague information and take appropriate measures to rectify; perform tasks simultaneously; comply with mandated deadlines.

- Knowledge of business correspondence; ability to type; use Microsoft Word and/or computer; use of a calculator, fax machine, copy machine, scanner, telephone equipped with voice mail; have good judgment and dependability.

- Be able to undergo training for and pass a background check every four years to legally have access to the Wisconsin Department of Motor Vehicles in order to possibly locate absent parents to are not fulfilling their supports or evading our locate attempts.

- The candidate must be bondable.

PHYSICAL DEMANDS OF THE ESSENTIAL FUNCTIONS;

Over 80 percent of the time is spent sitting, hearing, using near vision and working with fingers. A lesser amount of time, 10 percent to 25 percent, is spent talking, standing, walking, bending, twisting and reaching. A small amount of time 1 percent to 5 percent is carrying and lifting items under the weight of 25 lbs.

WORKING ENVIRONMENT WHILE PERFORMING ESSENTIAL FUNCTIONS:

100 percent of the time is spent working inside. There is very little (if any) exposure to fumes, odors, dust and poor ventilation.

QUALIFICATIONS NEEDED (Education and Skills):

- A high school degree is essential.
- Legal knowledge and legal experience are preferred in addition to business and office procedure training, good basic math skills and training in interpersonal skills.
- Basic everyday living skills are needed as well as the ability to read and write.

Employee Acknowledgement:

I acknowledge that I have received a copy of the Child Support Caseworker job description and understand that it is my responsibility to read and understand it. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Florence County is an Equal Opportunity Employer. Florence County does not discriminate on the basis of any Wisconsin or Federal projected classification. In compliance with the ADA, Florence County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss accommodations with their employer and/or supervisor.

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Signature Date

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Printed Name