

*****JOB ANNOUNCEMENT*****

Program Support Specialist

POSITION: Program Support Specialist
POSTING DATE: May 22, 2018
CLOSING DATE: June 6, 2018
SALARY: Negotiable
LOCATION: LCO Tribal Administration Building
DEPARTMENT: LCO Child Support Program
SUPERVISION: Director of LCO Child Support Program
ADMINISTRATION: LCO Tribal Government, LCO Tribal Policies & Procedures

POSITION SUMMARY:

Under the general direction of the Lac Courte Oreilles Child Support Program Director, this position performs a variety of administrative and staff support duties for the Lac Courte Oreilles Child Support Program requiring skills and knowledge such as inventory management, general and specialized office equipment usage, specialized recordkeeping, database management, coordinated services and/or specified information-gathering projects. Resolves administrative problems and inquires; composes, edits, and proofreads correspondence and reports, and prepares a range of administrative and legal documents.

Includes processing child support applications, referrals, and foreign orders, intake procedures, general office and administrative support functions as well as the ability to maintain the child support programs security; greeting consumers, visitors, providing general information and directing them to the correct child support specialist as needed, receiving telephone messages and calls in a professional and efficient manner.

Be a positive contribution to the Child Support Program staff in their core mission: to locate parents, to establish paternity, to establish orders, to collect and distribute child support.

QUALIFICATIONS:

- Associate degree in Business Administration, Human Resources, a Business/Human Resources related degree, or equivalent work experience required.
- Must be willing and able to obtain additional program related education and training.
- Previous experience working with a personal computer is required with the ability to function in Microsoft Office applications.
- Excellent written, verbal communication skills.
- Ability to maintain accurate records and prepare concise, clear reports is required.
- Ability to operate standard office equipment.
- Ability to multi- task prioritizes workloads, exercise good judgment, meet strict deadlines and work well under pressure.
- Must be dependable and conscientious; possess initiative, self-motivated and capable of working independently.
- Must adhere to strict confidentiality in all matters.
- Excellent organizational skills.
- Customer service skills.
- Knowledge of clerical and administrative procedures.
- Good communication skills and professional personal presentation.
- Preferred applicant will have experience in Court Services or related field.
- Great attention to detail and stress tolerance.
- Should be flexible and possess cultural awareness.
- Willingness and ability to learn duties as delegated.
- Must have a valid driver's license and reliable transportation.
- Must be bondable.
- Must be able to pass a pre-employment drug screen, and submit to random drug screens thereafter.
- Must pass background check(s).

DUTIES AND RESPONSIBILITIES:

- Assist and provide leadership, problem solving and instruction related to the responsibilities of the staff.
- Conduct research to solve operational questions or issues as requested.
- Professionally represent the Child Support Program and attend various community meetings and events to promote the goals and market the services of the program.
- Process child support applications; ensuring the client has completed and provided all relevant documents and signatures, conduct paternity interviews.
- Build new cases in the child support database/system and physical child support files;
- Accept and record receipt of child support payments received at window;

- Interview customers to gather required information;
- Inform customers of policies and procedures LCO CSP follows to establish paternity and obtain child support orders;
- Provide exceptional customer service;
- Complete case intake and assists the Child Support Specialist when necessary ;
- Provide backup duties for other LCO CSP staff as needed or requested;
- Provide assistance to IV-D director with assigned tasks; assist with travel.
- Answering telephone, direct, screen calls, taking and relaying messages.
- Providing information to callers, greeting persons entering organization and directing individuals to correct destination.
- Responding to queries or requests from the customers and public.
- Providing general clerical and administrative support to all levels of professionals.
- Scheduling appointments, maintaining appointment diary either electronically or manually.
- Process case transfers; work cooperatively and efficiently with State and Tribal agencies/programs.
- Process and manage inter/intra-state cases including determination of appropriate actions.
- Copying and filing of court files when necessary.
- Ensure the proper filing of pertinent documents.
- Maintain inventory of supplies and responsible for ordering supplies.
- Perform financial data entry tasks.
- Responsible for checking, sorting, and distributing all in and out-going mail.
- Additional duties or miscellaneous general office duties as assigned by supervisor.
- Assist Director with assigned tasks including special projects.
- Perform back-up duties for other LCO CSP staff as needed or requested.

APPLICATION PROCEDURE:

Submit completed LCO Employment Application including Release and Authorization Form (available upon request or on the Tribe's website) along with a cover letter, resume and at least three (3) letters of reference. **Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.**

MAIL INFORMATION TO:

**Lac Courte Oreilles Tribal Government
ATTN: Human Resource Department
13394 W. Trepania Road
Hayward, WI 54843**

Tribal preference will apply to qualified applicants in accordance with the Lac Courte Oreilles Policies & Procedures Manual.