**Memo**

To: All Interested Candidates  
From: Karen Ensley, Human Resources Director  
Date: September 15, 2020  
RE: Job Posting – One (1) Full-time Child Support Agent II  
   Department of Social Services  

**Duties and Responsibilities:** This position will provide program services including location of non-custodial parents, establishment of support obligations, establishment of paternity for children, enforcement of medical and financial obligations, and modification of existing orders. Will appear in court representing the agency utilizing regulations and statutes in order to secure the aforementioned modifications and court orders.

**Qualifications:** Considerable knowledge of the Child Support Enforcement Program and applicable legal proceedings; and investigative procedures used in the program. Ability to establish rapport and interview clients, non-custodial parents and other related sources and to implement investigative procedures. Ability to organize, analyze and summarize case information. Ability to communicate effectively in both oral and written forms. Ability to perform basic math in calculating child support guidelines. Must possess skill in operating a personal computer including the ability to use Microsoft Office (Word and Excel), and the ability to learn the ACTS system. Ability to establish and maintain effective working relationship with clients, non-custodial parents, personnel in other agencies and states, court and law enforcement officials, employers, the public, supervisor and peers.

Graduation from high school and three years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work; or an associate degree in business administration, human resources, law enforcement or closely related degree and two years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills and abilities needed to perform the work; or a four year degree and six months of on the job training; or an equivalent combination of education and experience in human resources, law enforcement or closely related degree and one year of experience investigative, judiciary, eligibility, legal or related work which provides the knowledge, skills and abilities needed to perform the work; or a four year degree; or an equivalent combination of education and experience.

Two years experience in investigative and/or eligibility work including work in a Child Support Enforcement unit preferred.

**College transcripts should be attached.**

Pre-employment drug test and background checks required of finalist applicants.

Applications must be obtained, fully completed, and submitted to Henderson County HRD, 112 First Avenue West, Hendersonville, NC 28792, [www.hendersoncountync.gov/hr](http://www.hendersoncountync.gov/hr). Refer to the Additional Applicant Information section for more detailed instructions. Applications may also be obtained at the Henderson County NCWorks Career Center, Blue Ridge Community College, 180 West Campus Drive, Flat Rock, NC 28731

The deadline for application is: **5:00 pm on September 29, 2020**

Starting rate: $18.15 per hour  
Grade: 70A  
Phone: (828) 697-4669 • Fax: (828) 698-6184  
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[www.hendersoncountync.gov/hr](http://www.hendersoncountync.gov/hr)  
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