

Hendricks County Job Description

Title: Child Support Clerk

FLSA Status: Non-exempt

Department: Clerk

Supervisor: Clerk

Purpose of Position: Enters child support payments, and updates and maintains the child support database.

Essential Functions:

- Processes child support payments.
- Balances total child support payments with total in ISETS system.
- Maintains and updates the child support database with new cases, address changes, payment adjustments and methods of payment.
- Assists customers at the counter with questions and payments.
- Receives phone calls and answers questions or refers to the appropriate person.
- Processes stop payments paperwork on lost checks.
- Enters ACH payments
- Basic computer skills
- Effectively and tactfully deal with other people
- Operate basic office equipment
- Maintain confidentiality
- Good organizational skills
- Work basic math problems
- Communicate well, both verbally and in writing
- Attention to detail
- Attend ISETS required training
- Handles all transactions required in ISETS systems to be done to correct any mistakes or make changes

Non-Essential Functions:

- Assists with processing civil and criminal payments when needed.
- Assists in daily balancing of the cash drawer
- Performs other duties as assigned.
- Assists in delivering deposits to the bank when needed
- Helps Opens and closes safe as needed

Education & Qualification Requirements:

- High school diploma or GED

Responsibility:

Incumbent works under established guidelines and procedures. Tasks are fairly routine, but require some selection of applicable methods and procedures. **Errors in work can cause excessive risk or cost repercussions to the Department.**

Working Relationships:

Working relationships are with supervisor, associates in same department, other county departments, courts and the general public for the purpose of communicating factual or procedural information.

Working Conditions & Physical Demands:

Work is performed in a standard office environment.

I have read and understand this job description, and its relationship to the position I occupy.

Signature

Date

Printed Name