



# Lorain County Domestic Relations Court

## Position Description

### Classification Title:

FLSA Status: Non-exempt  
 Exemption Type: N/A  
 Civil Service Status: Unclassified

### Program Aide (IV-D)

Employment Status: Full-time  
 Reports To: Program Manager (IV-D)  
 Division: Court Services

### DISTINGUISHING JOB CHARACTERISTICS

Provides program and clerical assistance related to the determination of parentage, and/or child support establishment, modification, or enforcement of a child support or medical support obligation. Duties include scheduling hearings, processing, and e-filing documents, preparing notices, data entry, checking in litigants for hearings, assisting the public with virtual hearings, answering phone calls, and collecting and distributing mail.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.*

Completes child support terminations, modifications, impound requests and other IV-D documents submitted to the Court by the Lorain County Child Support Enforcement Agency (CSEA) for Magistrate's/Judge's review and signature.

Prepares hearing notices, completes impound requests, e-files documents, make appropriate copies, tracks cases in Excel database. Monitors task queues for work returned by the Magistrate or Judge.

Assists the general public, professionals, and other agency staff at a designated public counter, answers telephone calls and responds to inquiries pertaining to child support hearings and support issues.

Schedules hearings requested by CSEA, Judges, Prosecutors, attorneys and pro se litigants in a timely manner. Provides assistance to the public with virtual hearings.

Answers telephone, routes calls, takes messages, and provides information pertaining to child support hearings and support issues.

Distributes, collects, and reviews Financial Disclosure Forms for court appointed attorney requests or other appropriate court-related forms.

Generates a monthly report for all IV-D hearings and assigns case codes for contract billing.

Maintains communication between the Child Support Enforcement Agency (CSEA), Job and Family Services, Prosecutor's Office, and other agencies to ensure that program objectives are achieved. Assists the Program Manager in the development of new procedures, analyzing and seeking solutions to problems.

Completes work in a timely, consistent manner and is committed to being available during business hours to further organizational goals. Consistently meets deadlines.

Maintains a professional and polite disposition at all times when dealing with the public, coworkers, court staff, Prosecutor's Office, CSEA staff, and other outside agencies. Stays calm and even-tempered when handling crises, stressful situations, or unexpected developments. Works effectively in a team environment to accomplish organizational goals.

Demonstrates regular and punctual attendance and arrives prepared to work. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions. Maintains flexibility in work hours to accommodate the needs of the Court including, but not limited to, covering the public counter until all hearings conclude for the day.

### **OTHER DUTIES AND RESPONSIBILITIES**

Assists the IV-D Program Manager with contract audits and the retention of all required program documents. Prepares regular and certified mail. All other duties as assigned by the IV-D Program Manager or Director.

### **SCOPE OF SUPERVISION**

None

### **EQUIPMENT OPERATED**

Computer, laptop, scanner, telephone, copier, fax machine, calculator, and other general office equipment.

### **CONTACTS WITH OTHERS**

Regular contacts with other divisions and departments, both within the Court and outside the Court, to furnish or obtain information from clients and attorneys. Requires considerable tact to avoid friction and obtain cooperation. Improper handling may affect results but primary responsibility rests with the next higher level of supervision.

### **CONFIDENTIAL DATA**

Work involves some confidential information such as client files and financial records that contain sensitive information, which if disclosed, may have a pronounced adverse effect detrimental to the Court's interest, or contrary to recognized professional ethics. Must maintain confidentiality and exercise extreme discretion.

### **WORKING CONDITIONS**

Work is subject to frequent interruptions and constant reprioritization of work activities. Work is performed in an office setting under good conditions with occasional exposure to noise, dust, heat, or some other disagreeable element but with none continuously present.

## USUAL PHYSICAL DEMANDS

*The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.*

While performing the duties of this job, the employee is required to sit, speak clearly and to hear. Work is essentially sedentary with intermittent walking, standing, bending, and transporting items up to 10 pounds, such as papers and files. Employee converses with others in person and by telephone. Tasks performed require concentrated mental and visual attention and coordination at least 50% of the time. Sometimes requires rapid and precise manual dexterity or eye/hand coordination when using a computer.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

**Knowledge of:** computerized office programs, including but not limited to the court's case management systems for juvenile and domestic cases; standard English grammar, basic arithmetic, Zoom software, Microsoft Platform, and general court and office policies and procedures. Knowledge of child support procedures, the Court's local rules, general practices of the Court, state statutes, Supreme Court guidelines, legal procedures, and legal terminology.

**Ability to:** read, write and understand the Standard English language; read and interpret instructions furnished in written, oral, diagrammatic, or schedule form; communicate verbally and in writing with co-workers, other court staff, and members of the general public in a professional and effective manner; demonstrate sensitivity to professional ethics, gender, cultural diversities and disabilities. Ability to serve the public with diplomacy and respect, including occasional encounters with irate/difficult individuals. Ability to exercise patience, objectivity, maturity, effectiveness under stress, initiative and adaptability.

**Skill in:** operating personal computer, Microsoft Platform, accurate data entry, Zoom software, reading, copying and recording data, arranging items in alphabetical, numerical and subject order, operating general office equipment, and customer service.

## QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. An example of an acceptable qualification is a high school diploma, GED or equivalent.

Ability to document identity and employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements.

Possession of a valid Ohio driver's license and a demonstrated safe driving record. Must be eligible to drive under the county commissioner's Driver/ Vehicle Risk Reduction Program.

## LICENSURE OR CERTIFICATION REQUIREMENTS

State Motor Vehicle Operators License and proof of insurance.

**This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.**

MANAGEMENT APPROVAL

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
**Authorized Court Management Representative                      Date**

EMPLOYEE UNDERSTANDING

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
**Employee                      Date**