NEW 13 NOV 1988

OHIO CLASSIFICATION SPECIFICATION *Developed for Equal Opportunity*	CLASS TITLE: Support Officer 2	CODE: 06112
	MAJOR AGENCIES: Counties	JURISDICTION: County

FUNCTION: Under general supervision from support officer supervisor, serves as lead worker by providing work direction & training to lower-level support officers, determines appropriate course of action for establishment & enforcement of child support obligations & origination & processing of support cases, assists other agencies on support enforcement matters & prepares case summaries & related reports, documents & correspondence;

- PERFORMS RELATED DUTIES AS REQU

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	22-28	Serves as lead worker (i.e., provides work direction & training) for lower-level support officers who interview clients to obtain pertinent information in order to determine appropriate course of action for establishment & enforcement of child support obligations & origination & processing of child support cases, assist other agencies on support enforcement matters, complete related summaries, reports, documents & correspondence & analyzes & audits financial documents.	Knowledge of (1) employee training & development*, (2) principles & practices of support establishment & enforcement, (3) social sciences (e.g., social work, sociology, psychology, child & family community services, rehabilitation), (4) principles of interviewing, (5) agency policies & procedures (e.g., support establishment & enforcement), (6) principles of resolution of human problems, (7) public relations; ability to (8) define problems, collect data, establish facts & draw valid conclusions, (9) understand manuals & verbal instructions, technical in nature, (10) gather, collate & classify information about people, data or things, (11) handle sensitive inquiries from & contacts with officials & general public, (12) calculate fractions, decimals & percentages. *Developed after employment

123: 1-8-02 (F)

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: *(including license, if any.)* Completion of undergraduate major core coursework in social sciences (e.g., social work, sociology, psychology, child & family community services, rehabilitation) plus: 12 mos. trg. &/or exp. in principles & practices of support establishment &	TRAINING & DEVELOPMENT:

FORM ADM-4134

CLASS TITLE	CODE:
Support Officer 2	06112

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RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
2	37-43	Interviews clients to obtain information (e.g., address, employment & financial data) & determines course of action for establishment & enforcement of child support obligations & origination & processing of support cases (e.g., order for non-custodial parent to be located, verification of employment & financial data, wage attachment, referral to prosecuting attorney for additional court action); assists other agencies (e.g., courts, prosecuting attorney, county human services) by providing data & expertise regarding support enforcement matters.	Knowledge of 2, 3, 4, 5, 6, 7; ability to 8, 9, 10, 11.
3	32-38	Prepares support establishment & enforcement case summaries, time studies, reports & related documents & correspondence concerning support establishment & enforcement matters; evaluates, coordinates, monitors & facilitates interagency aspects of support obligation establishment & enforcement; drafts related interagency agreements & prepares computer source documents for data entry on matters regarding individuals, support cases & support orders.	Knowledge of 2, 3, 5, 6, 7; ability to 8, 9, 10, 11, (13) prepare meaningful, concise & accurate reports.

135:1-f-02 (G)

*Developed after employment

MINIMUM CLASS REQUIREMENTS: *(including license, if any.)*

enforcement & in agency's relevant policies & procedures; 1 course or 3 mos. trg. &/or exp. in principles of interviewing 1 course or 3 mos. trg. &/or exp. in public relations; 1 course or 3 mos. trg. &/or exp. in principles of resolution of human problems; or ability to calculate fractions, decimals & percentages & read & write common vocabulary plus: 4 yrs. relevant work exp. to include support establishment & enforcement, resolution of human problems, interviewing & public relations; or 12 mos. work exp. as Support Officer 1, 06111; or equivalent.