

Henderson County Attorney's Office

Job Title: Receptionist
Group: Child Support Division
Job Revised: November 2017

EMPLOYER INFORMATION

The Henderson County Attorney's Office performs various services and functions within Henderson County. Our office is responsible for criminal prosecution in Henderson District Court; establishment paternity and child support enforcement; guardianship proceedings; Casey's law proceedings; collection of bad checks and delinquent taxes; legal guidance to the Fiscal Court and/or departments within Henderson County government; collection of restitution on behalf of victims; the operation of the Henderson CATS Program and a variety of other statutory, contractual or voluntary functions.

JOB SUMMARY

The Henderson County Attorney's Office is the contracting official with the Cabinet for Health and Family Services ("CHFS") for the administration of the Child Support Enforcement in Henderson County. The Henderson County Attorney's Office is looking for a Receptionist within our Child Support Division to greet and interact with individuals who may be applying for child support services or who have open child support cases, accept and process child support payments, answer telephone calls and otherwise provide assistance in the efficient operation of the Child Support Enforcement Program.

MINIMUM REQUIREMENTS

MINIMUM EDUCATION:

- High school diploma required

MINIMUM EXPERIENCE:

- Must have two (2) years of administrative, clerical or receptionist experience or two (2) years of experience in the Child Support Enforcement Program

SUBSTITUTE EDUCATION FOR EXPERIENCE:

- Completion of college courses will substitute experience as follows: one (1) year of experience credit given for every twenty-four (24) college credit hours completed. Must provide proof from registrar of each college or university.

TYPICAL WORKING CONDITIONS:

The hired individual will perform their duties in an office setting. Minimal travel may be required for training or conferences.

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF POSITION:

- Greet and interact with individuals who arrive at our Child Support Division
- Monitor visitor access and maintain security awareness
- Receive and sort mail deliveries

- Schedule appointments
- Organize conference room schedules
- Maintain an organized reception area
- Maintain appropriate forms for distribution to public upon request
- Provide general administrative and clerical support
- Monitor and maintain office equipment
- Direct individuals to the correct department or individual
- Answer phone calls in a timely and courteous manner and screen or direct calls
- Provide assistance to individuals within the child support system
- Access and provide appropriate information to child support participants
- Accept and process various financial instruments for application to appropriate child support case(s)
- Balance daily receipts for child support payments
- Electronically submit daily child support payments
- Deposits of child support payments daily to appropriate financial institution(s)
- Attend trainings relating to Child Support Enforcement programs and technology and provide friendly customer service
- Communicate with external agencies (i.e. employers, judicial system staff, law enforcement, other Kentucky or interstate child support enforcement programs, etc.)
- Utilize computer systems provided by CHFS for accessing, entering and retaining information
- Review CHFS reports and initiate appropriate action
- Comply with local, state and federal laws and regulations regarding privacy of personal information; confidentiality and protection of protected Federal Tax Information; the administration of the child support enforcement program; and all other applicable laws and regulations
- Possesses, at a minimum, the following skills: Verbal and written skills; Customer-service oriented; Professional personal presentation; Organization; Attention to detail; Information management; Reliability; Stress tolerance; Knowledge of computers and basic software applications (Windows-based operating systems; Microsoft Office-Word, Excel, Outlook & Powerpoint); Experience in Microsoft Access preferred; Capability to learn various new software systems;
- Due to CHFS Policy, the individual hired must be able to be bonded.
- Various other responsibilities within child support division, as assigned

WAGE:

First six (6) months: \$12.50 / per hour

After probationary period: Beginning at \$13.00 per hour with higher potential commensurate with experience.

THE HENDERSON COUNTY ATTORNEY'S OFFICE DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS, IN ACCORDANCE WITH STATE AND FEDERAL LAWS.