OSCEOLA COUNTY
ACCOUNTS SUPERVISOR/UIFSA SPECIALIST

**Supervised By:** Friend of the Court  
**Supervises:** No supervisory responsibilities

**Position Summary:**
Under the supervision of the Friend of the Court, performs a variety of tasks related to the financial and computer operations of the office. Sets up cases on the computer system for disbursement/enforcement of child support payments and charges or adjusts accounts pursuant to the court order. Responds to inquiries regarding financial issues. Reconciles the FOC bank account. Performs establishment and financial processes related to the Uniform Interstate Family Support Act.

**Essential Job Functions:**
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Sets up all cases on the computer system for disbursement/enforcement of child support payments.
2. Calculates and manually charges or adjusts accounts pursuant to the court order. Adjusts accounts pursuant to information provided by the Department of Human Services. Researches missing payments and misdirected payments.
3. Responds to inquiries regarding account balances and other financial issues. Explains financial activity in case file. Meets with clients to review the more complex account issues and explain their accounting records.
4. Audits client files upon request of attorneys, clients, and others. Requires tracking the accounting history of the file and ensuring the accuracy of the account. Provides payment history to clients upon request. Record and log all printed payment histories.
5. Reconciles the Friend of the Court bank account. Follows up with financial institution regarding any disparities related to local office receipts and the electronic fund transfers related to state system. Prepares transmittals to the County Treasurer, including monthly processing fees.
6. Researches and corrects clean-up reports provided by the State due to conversion and programming errors. Troubleshoots problems in the office relating to data processing.
7. Sets up and monitors both initiating and responding cases on Uniform Interstate Family Support Act program. Add, registers and monitors out-of-state cases. Generates transmittals to other courts for action.
8. Audits accounts and prepares affidavits of arrears. Processing the necessary documents and processing requests for other states to register orders. Communicates with other state agencies, central registry and the parties.

9. Calculates parenting time abatements upon request and adjusts accounts accordingly. Responds to inquiries or complaints and resolves or schedules a hearing.

10. Processes undistributed collections. Reviews and determines conditions to release held money. Requests to release of held money from the State of Michigan on cases that cannot be released locally.

11. Implements process for case closure, prepares file and system for closure.

12. Processes and enters a variety of adjustments to the system including direct payment credits, parenting time abatements, bonus adjustments, accounting errors, and other matters. May require pulling and interpreting the file to update information on the system.

13. Processes reports dealing with federal and state tax offset monies held by the system. Determines eligible cases for submission to Federal and/or State tax intercept programs.

14. Prepares legal documents and completes functions necessary to assist with the process of show cause hearings for the enforcement of child support.

15. Add bankruptcy information to the system and monitors same.

16. Files all documents submitted to the Friend of the Court office.

17. Monitor foster care case and adjust accounts accordingly. Maintain contact with various family courts as to the placement of minors.

18. Assist with notifications, reviews and processes of suspense accounts.

19. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

20. Performs other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associates Degree in Accounting or closely related field. Two years of experience involving accounting and computer information systems similar to that of the FOC office.

- The County, at its discretion, may consider an alternative combination of *formal* education and work experience.
• Skill in assembling and analyzing data, preparing comprehensive and accurate reports and participate with policy decisions and service recommendations.

• Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.

• Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public.

• Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.

• Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master recreation software and new technologies.

• Ability to attend meetings scheduled at times other than normal business hours.

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight. The employee has regular exposure to clients in various emotional states that may be verbally abusive, hostile, or prone to assault.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.