YUROK TRIBE-JOB DESCRIPTION
Child Support Account Specialist

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Account Specialist</th>
<th>Job Grade</th>
<th>5/6/7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Yurok Tribal Court</td>
<td>Location</td>
<td>Eureka</td>
</tr>
<tr>
<td>Reports To:</td>
<td>Child Support Program Manager</td>
<td>FLSA Status</td>
<td>Non-Exempt</td>
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ALL HIRING IS SUBJECT TO THE YUROK TRIBE’S HIRING PREFERENCE


POSITION SUMMARY:

This position involves the tracking, receipting, distribution and disbursement of all child support payments received by Yurok Child Support Services (YCSS). Tracking will be achieved using several databases. The position must have a strong understanding of child support distribution schemes and effectively communicate them to customers and staff. All new and modified court orders must be recorded on a daily basis. All payments made via income withholding orders received from employers, states and tribes must be updated on a daily basis. The ability to complete complex child support calculations and accurately certify accounts to clients, courts, attorneys, and other jurisdictions is necessary. The position must also have strong liaison skills to communicate with the California Department of Child Support Services regarding shared child support accounts.

Strong computer skills are a requirement. This position must be able to create and modify account statements and equations that gather pertinent information for tribal and federal reporting requirements.

DUTIES AND RESPONSIBILITIES:

1. Update account statements when new or modified child support orders are received and have the knowledge to pro rate accounts based on order dates.
2. Receipt, allocate and distribute child support payments daily. This can impact cases weekly, bi-weekly and monthly.
3. Ensure that all child support payments are accurate and recorded in each case account prior to distribution.
4. Record all collections and disbursements in separate spreadsheets or databases for federal reporting purposes.
5. Maintain and modify Excel spreadsheet equations so accounts debit and charge accurately.
6. Prepare and provide certified account statements to each client annually, upon request of a client, and prior to a court hearing for modification.
7. Send delinquency notices to clients who have not met their child support obligations pursuant to court order.
8. Assist other child support staff in the maintenance and distribution of child support funds, and preparation for court hearings.
9. Coordinate with Yurok Fiscal to track all receipts and disbursement of funds for child support payment purposes.

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10. Update and maintain financial records within the child support case management and accounting systems.
11. Ability to complete complex child support calculations for distribution across multiple cases.
12. Meet with clients to address concerns or questions regarding the status of their child support account.
13. Assist the Program Manager in completing all federal and tribal reports
14. Prepare all federal income withholding notices for all new and modified child support orders and submit to proper employers and other sources of income.
15. Accept applications and referrals for child support services when needed.
16. Coordinate with other state and tribal jurisdictions to enforce and maintain child support orders.
17. Ability to access and understand the State of California automated child support system (CSE) for tracking of account activity in inter-jurisdictional cases.
18. Ability to read and understand complex child support account statements from other jurisdictions across the country.
19. Must have good inter-personal skills and the ability to manage in stressful situations.
20. Attend child support hearings in the Tribal Court. Record and take notes of hearings as needed.
22. Provide referral services to clients.
23. Perform initial interviews with new applicants when requested.
24. Travel in state or out of state for training.
25. Any other duties as assigned by the Program Manager.

SUPERVISORY RESPONSIBILITIES:

The Account Specialist may act in a lead capacity to provide training and guidance to other staff members regarding the calculations, maintenance and distribution of child support payments.

MINIMUM QUALIFICATIONS:

1. **Grade 5**: Associates Degree in accounting, paralegal studies, or related field or one (1) year of specialized experience.
2. **Grade 6**: Associates Degree in accounting, paralegal studies or related field or at least two (2) years of specialized experience.
3. **Grade 7**: Bachelors’ Degree in accounting, paralegal studies, or related field or at least one (1) year of specialized experience at least to a G6.
4. **Equivalent combinations of education and experience are qualifying for this position.**
5. Ability to work with minimal supervision, well organized and able to handle multiple projects in a timely manner.
6. Ability to comprehend and interpret a variety of documents including tax expense reports, case records, statutes, statistics, etc.
7. Effective oral and written communication skills using correct grammar.
8. Must be dependable and trustworthy.
9. Must be able to solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
10. Must be able to maintain strict confidentiality of all cases.
11. Ability to interact tactfully and positively with Tribal members and all levels of staff in a culturally diverse environment.
12. Experience dealing with individuals in crisis including strong customer service skills and the ability to defuse tense situations.
13. Must have a working knowledge of commonly used office machines and computer software including multiple line telephones, (i.e. proficient in Microsoft Excel and Access).

CONDITIONS OF EMPLOYMENT:

1. Must possess a valid state issued driver's license and/or the ability to obtain a California or Oregon driver’s license. Must be insurable on the Tribe’s insurance policy.
2. All applicants are subject to the Tribe’s Drug and Alcohol Policy including pre-employment screening.
3. Applicant must pass a comprehensive background check. THIS POSITION REQUIRES COMPLIANCE WITH THE INDIAN CHILD PROTECTION AND FAMILY VIOLENCE PREVENTION ACT PUBLIC LAW 101-630; 25 CODE OF FEDERAL REGULATIONS PART 63 - INDIAN CHILD PROTECTION AND FAMILY VIOLENCE PREVENTION; CRIME CONTROL ACT OF 1990, EMPLOYEE BACKGROUND CHECKS; AND EXECUTIVE ORDER 12968, ADJUDICATIVE GUIDELINES
4. Applicant will be required to sign a Yurok Child Support Services Confidentiality Agreement upon employment
5. Qualified Indian preference applies.
6. LANGUAGE SKILLS: Must have the ability to read, write and comprehend simple instructions, short correspondence, and memos. With ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Knowledge of Yurok language is preferred but not required.
7. MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent.
8. REASONING ABILITY: Apply common sense understanding to carry out instructions furnished in written, oral and/or diagram form. With ability to deal with problems involving several concrete variables in standardized situations.
9. PHYSICAL DEMANDS: While performing the duties of this job, the employee is frequently required to walk, stand and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 50 pounds.
10. VISION REQUIREMENTS:
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- Close vision (clear vision at 20 inches or less).
- Color vision (ability to identify and distinguish colors).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

I, ______________________________, (print name), acknowledge receiving a copy of this job description. I also understand that, as an employee, I am expected to perform my assigned duties, to read and abide by all Yurok policies and procedures—personnel, vehicle usage, procurement, etc. I understand that any violations of all established policies and procedures may lead to disciplinary measures, up to and including termination.

_________________________________________        _______________________________
Employee Signature                                      Date                                      Employee #

_________________________________________
Supervisor Signature                                      Date