



*Pride of the Ojibwe  
13394 W Trepania Road  
Hayward • Wisconsin • 54843  
Phone (715) 634-8934 • Fax (715) 634-4797 • HR Fax (715) 699-1209*

**« Job Description »**

**Child Support Specialist /Apprentice -Entry Level**

**Organization:** Lac Courte Oreilles Child Support Program  
**Job Title:** Child Support Specialist / Apprentice - Entry Level  
**Open Date:** April 6, 2021  
**Closing Date:** Open Until Filled  
**Salary:** Negotiable  
**Job Location:** Lac Courte Oreilles Child Support Office

**Summary:**

Under the general direction of the Lac Courte Oreilles Child Support Program Director, this position involves working with consumers, visitors, and providing general information about the child support program as needed. In addition to receiving telephone messages and calls in a professional and efficient manner this position will process child support applications, referrals, and foreign orders and be responsible for assignments of supplementary clerical duties, this position will be contributing to the Child Support Program's core mission: to locate parents, to establish paternity, to establish orders, to collect and distribute child support and perform client intake procedures. This position will also assist the Clerk of Court and child support staff in necessary duties associated with child support documents and document processing.

**Duties:**

- Process child support applications: ensuring the client has completed and provided all relevant documents and signatures.
- Build new cases in the child support database/system.
- Accept and record receipt of child support payments.
- Build new physical child support files.
- Interview customers to gather required information.
- Inform customers of policies and procedures LCO CSP follows to establish paternity and obtain child support orders.
- Provide exceptional customer service.
- Completes case intake and assists the Child Support Specialist when necessary.
- Provide backup duties for other LCO CSP staff as needed or requested.
- Provide support to all Staff with assigned tasks.

***LCO Tribal Government  
Human Resource Dept  
CS Apprentice Entry Level***

- Answering telephone, direct, screen calls, taking and relaying messages.
- Providing information to callers, greeting persons entering organization and directing individuals to correct destination.
- Responding to queries or requests from the customers and public.
- Providing general clerical and administrative support to all levels of professionals.
- Scheduling appointments, maintaining appointment diary either electronically or manually.
- Copying court files and filing court documents as needed.
- Ensure the proper filing of pertinent documents.
- Additional duties or miscellaneous general office duties as assigned by supervisor.
- Perform back-up duties for other LCO CSP staff as needed or requested.

**Qualifications:**

- Education or equivalent work experience in Human Services, Corrections, Child Support, Law Enforcement, Legal/Paralegal profession, or related field.
- Prior experience in an office setting, use of standard office equipment (i.e. computer, fax, scanner, multi-line telephones, intercoms). Previous experience working with a personal computer is required with the ability to function in Microsoft Office applications.
- Must be willing and able to obtain additional program related education and training, with the ability to travel for the purposes of child support related trainings and meetings.
- Prior experience in high level document tracking, preparation, clerical and administrative procedures, and customer service.
- Excellent written, verbal communication skills.
- Ability to maintain accurate records and prepare concise, clear reports is required.
- Ability to multi- task prioritizes workloads, exercise good judgment, meet strict deadlines and work well under pressure.
- Must be dependable and conscientious; possess initiative, self-motivated and capable of working independently.
- Excellent organizational skills, with great attention to detail.
- Good communication skills and professional personal presentation.
- Preferred applicant will have experience in Court Services or related field.
- Should be flexible and possess cultural awareness.
- Willingness and ability to learn duties as delegated.
- Must have a valid driver's license & reliable personal vehicle with insurance.
- Must adhere to strict confidentiality in all matters.
- Must be bondable.
- **Must pass two thorough background checks to allow approval to access Tribal, State and Federal databases.**

**APPLICATION PROCEDURE:**

Submit completed **LCO Employment Application including Release and Authorization Form** (available upon request or on the Tribe's website) along with a **cover letter, resume** and **at least three (3)**

letters of reference. Certificate of Good Standing in each jurisdiction where licensed and any other supportive documents. **Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.**

**MAIL, FAX OR EMAIL ALL INFORMATION TO:**

**Lac Courte Oreilles Tribal Government**

**ATTN: Human Resource Department**

**13394 W. Trepania Road**

**Hayward, WI 54843**

**Fax (715) 634-4797**

**HR Fax (715) 699-1209**

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*Tribal preference will apply to qualified applicants in accordance with the Lac Courte Oreilles Policies & Procedures Manual.*