

POSITION: FOC Financial Officer

WAGE: \$15.21 - \$19.02

SUMMARY:

Performs a variety of financial and data entry tasks. Accepts payments on accounts, posts and balances daily receipts. Researches multiple state systems to ensure payments are applied properly with suspense, foster care, reimbursements/refunds redirection and more.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receives entered orders and is responsible for all data entry in an accurate and timely manner in MiCSES.
- Interprets orders and meanings so as to enter data correctly. Reviews orders carefully to determine next course of action.
- Establishes all IV-D cases and ensures proper documentation is receipted to set-up case.
- Initiates corrective actions on case errors with proper filing of forms and court order corrections.
- Sets up new support cases, mails instruction letters to both parties, and issues an income withholding order.
- Receives State checks receipted from MiSDU and researches several years of case data on BRIDGES, Business Objects, MiCSES and CSES to determine disbursement of State of Michigan funds.
- Makes decisions on where to direct money (agency, party, court, State or other) based upon research.
- Research and redirect child support funds on Foster Care cases using BRIDGES and Business Objects to determine whether it is State funded, County funded or a relative placement.
- Redirect funds to proper agency/person.
- Determine charge backs to effective date due termination of parental rights.
- Receives Probate notices on guardianship matters and researches case financial history and determine if support is to be redirected, abated or terminated.
- Monitor research and request release of funds held in suspense.
- Serves as liaison for the Department of Health and Human Services which requires knowledge to the State program known as BRIDGES.
- Reviews case history of DHHS certification and decertification dates and verifies with DHHS, as necessary.
- Oversees daily receipt of payments for child support, spousal support and medical court orders, including daily deposits and balancing of accounts.
- Logs, balances and reconciles daily reports of child support collections.
- Initiates case accounting correction and balance adjustments through incarceration credits, foster care adjustments, state benefits, overpayments, interstate and more.
- Assist with system clean-up and special projects, including but not limited to, case closure, AMP, PEP, member merge, mis-match reports, misapplied and/or misdirected funds.
- Performs complex case audits to determine correct balance due in child and/or spousal support per court order.
- Reviews all accounting adjustments and/or credits to determine if the payment was appropriately recorded and applied to the correct account or debt type.

- Compiles statistics for State reporting, including suspense holds, bond payments and more.
- Complies with IRS, federal and state confidentiality practices and procedures.
- Assist customers, agency representatives and attorneys at the counter.
- May act as MiCSES member merge coordinator. Determines appropriate member identification number to be retained by MiCSES and request that all other be deleted.
- Monitors and resolves stale checks, NSF checks, lost checks; prepares annual escheat report; monitors payments submitted with incomplete identification.
- Prepares monthly transmittals to County Treasurer
- Processes abatements; emancipation notices, direct payment credits, and forgiveness of arrears.
- Assists FOC with CRP billing including EgRAMS.
- Batches, posts, and balances total payments daily. Calculates daily deposits and compares to tape total to computer system total. Finds problem if not in balance.
- Prepares monthly bank reconciliation.
- Acts as back-up to enforcement clerk, head enforcement, operations officer, or support specialist.
- Other duties as assigned.

EXPERIENCE, SKILLS, AND EDUCATION:

- Graduation from an accredited high school (GED acceptable).
- Prior FOC office experience preferred.
- Ability to complete tasks with minimal direction and self-motivated.
- Ability to communicate effectively and efficiently with co-workers and the public.

ESSENTIAL ABILITIES FOR ALL FOC JOB CLASSIFICATIONS:

- Ability to demonstrate predictable, reliable, and timely attendance.
- Ability to read, write, and communicate in English; follow written and verbal instruction; and understand basic mathematics and figure checking.
- Ability to interpret and apply procedures, rules, technical information, instructions, or manuals to complete tasks accurately and on schedule.
- Ability to learn from directions, observations, and mistakes; and apply procedures using good judgment.
- Ability to use discretion and maintain sensitive and confidential information.
- Ability to work independently or part of a team; ability to interact appropriately with others such as County officials, employees, vendors and the general public.
- Ability to work under supervision, receiving instruction/feedback, coaching/counseling and/or action/discipline.
- Adaptability to change in the work environment, managing competing demands and ability to deal with frequent changes, delays, or unexpected events.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.

CONDITIONS OF EMPLOYMENT:

- Prior to starting employment, the candidate must complete a satisfactory background check. The background check will encompass all forms of pre-employment screening, including but not limited to: drug screen, criminal background, driving record, sex offender

registry, education, employment history, credit check, and professional and personal references.

- Must possess a valid State of Michigan operator license and maintain this license throughout employment in this position.
- All Title IV-D workers are required to be fingerprinted prior to employment.

PHYSICAL AND MENTAL REQUIREMENTS AND WORK ENVIRONMENT:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without accommodations. Reasonable accommodations will 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:

- Speak to others to convey information effectively.
- Read, interpret, and understand procedures, rules, instructions, and manuals.
- Hear and understand information presented through spoken words and sentences.
- Specific vision requirement includes close vision, distance vision, color and depth perception.
- Use hands to operate a computer, handle materials, and operate office equipment.
- Push or pull carts, reach with hands and arms forward, above and below shoulder level.
- Lift, move or carry objects, equipment and supplies weighing up to 25 pounds.
- Sit, bend, stoop, crouch, crawl and kneel in an ergonomically correct manner. Stand and walk.
- Normal office hours are from 8:00 a.m. through 4:30 p.m.
- Generally, works in a normal office environment.
- The noise level in the work environment is moderate with many interruptions.

Disclaimer: The statements contained in this job description are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not to be construed as an exhaustive list of all job duties performed. Furthermore, the job description is subject to change by the employer as the needs of the FOC office change.