

PROSECUTOR'S OFFICE IV-D SECRETARY JOB DESCRIPTION

Field all phone calls and assist participants with their questions.

Process and mail all Income Withholding Orders.

Process Mail – Open mail and enter notes accordingly in our Indiana Support Enforcement Tracking System (ISETS). Complete tasks provided by employers per IWO. Enter new mailing addresses according to postal received. Put mail in appropriate mailbox.

Arrears Calculations - Complete arrears calculations as requested by participants.

Send enrollment application to those who call and wish to enroll in the IV-D program. Once application is received back, make copies if needed and give to case manager.

Update applications as necessary and scan into printer for easy access for all staff.

Shred all closed files that have been closed for more than 4 years.

Greeter – Answering any questions of participants coming to the counter. Anyone that is not on the Authorized Access List that needs to come into the office must sign in. Keep monthly logs of sign in sheets. Making sure that entrance door is locked at all times and change code to lock as needed.

Navigate ISETS and know where to go to find answers to questions.

Take outgoing mail to mail room and pick up incoming mail. Take service papers to Sheriff Dept.

Assist with Genetic Testing appointments.

Complete FTI training and follow all FTI regulations along with any other trainings provided by the Child Support Bureau.

Constant Communication with Clerk's Office, Juvenile Court, Superior Court I, Superior Court II, Superior Court III, and Circuit Court.

Other duties as requested by the Prosecutor and/or Office Manager.

Minimum Requirements:

High School diploma or equivalent is required; some post-high school education preferred; previous background or knowledge in office administration and procedures. Must be knowledgeable in Microsoft Office Suite.