



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Child Support Case Manager**
SUPERVISOR: Child Support Director
LOCATION: Lac du Flambeau Child Support Agency
POST DATE: October 22, 2025
CLOSING DATE: November 5, 2025

General Description: The primary responsibility of this position is to provide specialized technical work managing an assigned caseload providing services to establish, modify and enforce court orders in a manner consistent with State and Federal laws that govern the administration of the Child Support Program, and to provide responsive, courteous and efficient service to custodial and non-custodial parties while meeting child support objectives.

Qualifications: Associate Degree in accounting, legal, or human services type program, or a combination of education and experience that meets the knowledge and skills will be considered. Notary Public if eligible is encouraged. Minimum of two years in experience in an office setting with substantial public contact.

Salary: \$20.00-\$24.00/hr. depending on experience.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description

A. TITLE OF POSITION: Child Support Case Manager

B. DEPARTMENT: Lac du Flambeau Child Support Agency

C. SUPERVISOR'S TITLE: Child Support Director

D. DESCRIPTION OF DUTIES: The primary responsibilities of this position is to provide specialized technical work managing an assigned caseload providing services to establish, modify and enforce court orders in a manner consistent with State and Federal laws that govern the administration of the Child Support Program, and to provide responsive, courteous and efficient service to custodial and non-custodial parties while meeting child support objectives. Specific responsibilities include but are not limited to;

1. Interview applicants to identify child support services needed, analyze cases to determine appropriate actions.
2. Enter and maintain documentation, court orders, and financial obligations taken for each case utilizing the State of Wisconsin KIDS system and/or related filing system.
3. Prepare reports and legal documents for judicial and administrative purposes. May also coordinate process service.
4. Coordinate client services with Behavioral Health, Center for Self-Sufficiency, community education center, employment and training programs and any other programs that can assist clients in removing barriers to employment.
5. Represent the agency and assist the child support attorney by providing the necessary information and documentation on cases referred, testify in hearings as needed.
6. Prepare and provide paperwork and reports timely as required on assigned caseload to ensure proper notice, actions and status of each case.
7. Perform buccal swabs for genetic testing when required for paternity establishment.
8. Initiate actions to establish child support orders, and income withholding orders in line with the department standard operating procedures and following State of Wisconsin rules and regulations.
9. Calculate current support and past due debt obligations following the department standard operating procedures and State of Wisconsin regulations.
10. Prepare national medical support notices for employers and clients to comply with health insurance orders.
11. Locate parents using information obtained through law enforcement agencies, US Postal Service, relatives, employers, job services, other city and county agencies, web-based searches, etc.
12. Prepare interstate documents for other states to enforce and/or establish paternity and child support orders.
13. Monitor, establish and release liens, prepare alternative payment plans and coordinates with lien payoffs with lending institutions.
14. Review daily financial reports to approve adjustments.
15. Evaluate income tax returns and financial documents; establish and modify orders, reconcile accounts, and calculate possible refunds.

16. Prepare financial documents for interstate action and monitor payments.
17. Receipt payments received in the agency.
18. Provide program information, explain court actions, penalties, costs and provide resources for legal counsel, employment, assistance programs to other state, tribal and county agencies.
19. Prepare documents for referral of criminal non-support cases to the District Attorney's Office.
20. Professionally represent the Child Enforcement Department and attend various community meetings and events to promote the goals and services of the program.
21. Establish and maintain cooperative relationships with other jurisdictions, TANF agencies, as required by policies and procedures.
22. Perform administrative tasks to support overall operations including incoming and outgoing mail, scanning documentation for electronic case filing system, and perform backup office and receptionist duties upon request.
23. Maintain all files, records, and documentation as required by state and federal guidelines.
24. Other related duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Daily contact with general public, employers, law enforcement and attorneys
2. **External:** Frequent contact with other child support agencies, employers, government officials

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Director of Child Support Agency

H. EDUCATION: Associates degree in accounting, legal, or human services type program, OR a combination of education and experience that meets the knowledge and skills will be considered. Notary Public if eligible is encouraged.

I. EXPERIENCE: Minimum of two (2) years of experience in an office setting with substantial public contact.

J. SKILLS:

1. Knowledge and ability to enter and/or retrieve data in the State of Wisconsin KIDS (Kids Information Data System), and other systems, such as, but not limited to, CARES, DOT, CCAP, WAMS, WISACWIS, DIHLR, Vital Records, CLEAR, and various state, tribal and federal policy and procedures.
2. Knowledge of State's Central Reporting system.
3. Knowledge, skill, and ability to understand and use legal terminology, legal format, and processes.
4. Knowledge of standard and legal office practices, procedures, and clerical techniques.
5. Ability and skill to prepare Court documents in a timely and accurate manner.
6. Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
7. Ability to establish and maintain effective working relationships with other local and statewide legal system agencies, law enforcement agencies, interdepartmental off

personnel, media, other employees, attorneys, victims, witness's family members and the general public.

8. Considerable knowledge of modern office practices and procedures.
9. Ability to analyze and prepare organizational and functional reports from research data.
10. Ability to communicate effectively with other members of the staff, supervisor, and the public.
11. Ability to communicate clearly and concisely in both written and verbal form.
12. Must be proficient in workplace English and spelling.
13. Ability to calculate mathematical calculations.
14. Ability to comprehend complex financial and tax records.
15. Ability to think quickly, maintain self-control, and adapt to stressful situations.
16. Ability to maintain discretion regarding business-related files, reports and conversations, within the provision of open records law and other applicable State and Federal Statutes and Regulations.
17. Organizational and time management skills needed to meet deadlines.
18. Must have ability to maintain confidentiality.
19. Ability to prepare and maintain accurate and concise records and reports.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Work is performed primarily in an office setting.
2. **Exposure to Hazards:** No exposure to environmental conditions.
3. **Physical Requirements:** This work requires occasional exertion of up to 10 pounds of force; requires sitting for extended periods of time.

- L. BEHAVIORS:** The vision, goals and objectives of the Lac du Flambeau Band of the Chippewa Indians requires the Child Support Case Manager to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, clients and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each client, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and subject to disciplinary action.

- M. OTHER:** Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Criminal background check applicable to the job description. Must submit to and pass a drug test prior to commencing employment and random thereafter.

N. SIGNATURES:

_____ Employee	_____ Date
_____ Previously signed	_____ Date
Tribal Administrator	

_____ Manager	_____ Date
_____ Previously signed	_____ Date
Human Resources Director	