



Intake Specialist

Department: Domestic Relations

DESCRIPTION

This is clerical work at a moderately complex level. Work involves a variety of clerical duties that are technical in nature. This position involves direct telephone contact as well as face-to-face interaction with Domestic Relations clients to provide appropriate requested services.

SPECIFIC DUTIES

- Interview clients to obtain specific information required to file support complaints.
- Advise clients of the general services and processes of the Domestic Relations Office.
- Complete the mandated paperwork for complaints and applications for all child support complaints, paternity only complaints, requests for genetic testing, requests for disestablishment of paternity, spousal support complaints, and Alimony Pendente Lite complaints.
- Enter and build all new cases on ePACSES (PA Child Support Enforcement System).
- Complete all mandated paperwork for support complaints and applications that are filed as IFSA (Intercounty Family Support Act) on cases that must be filed in another county in Pennsylvania.
- Complete all mandated paperwork for support complaints and applications that are filed as UIFSA (Uniform Interstate Family Support Act) on cases that must be filed in another state.
- Complete all mandated paperwork for support complaints and applications that are filed under the Hague Convention on cases that must be filed internationally.
- Process all incoming IFSA, UIFSA, Hague Convention requests to establish new support cases.
- Process all incoming IFSA, UIFSA, Hague Convention requests for registrations of existing support orders.
- Prepare and process all outgoing IFSA, UIFSA, Hague Convention requests to establish new support cases.
- Prepare and process all outgoing IFSA, UIFSA, Hague Convention requests for registrations of existing Pennsylvania support orders.
- Create and maintain specialized dockets for Special Paternity and Alimony Pendente Lite filings.
- Track and monitor all Court files that are distributed to the various Courts to ensure they are returned to the Domestic Relations Office.
- Prepare docket histories as requested by clients or their counsel. Prepare and certify docket histories for any appeals filed to the PA Superior Court or Supreme Performs all docketing functions for the Domestic Relations Office as required by PA RCP 1910.4, including filing all docketed Court orders and other required documents in the Court files.
- Update intake manuals as necessary and other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None. This position reports to the Director of Domestic Relations and the Fiscal Data Supervisor.

WORKING CONDITIONS

Normal office surroundings. Monday – Friday 8:30am – 5:00pm (37.5 hours per week)

JOB QUALIFICATIONS:

- High school diploma or equivalent required; formal post-high school training or associate degree in related field preferred but not required
- Minimum of two years of related experience
- Ability to use Microsoft Word 2010, Microsoft Excel 2010, and all other office software with minimal training.
- Ability to effectively relate to and work with the general public and associates in a professional manner.
- Ability to understand and carry out moderately complex oral and written instructions and compile clear, concise routine reports with limited instructions.
- Ability to read and comprehend Court orders and office documents.
- Knowledge of the functions, procedures, and governing laws and regulations of the Domestic Relations Office.
- Ability to work as independently with minimal supervision as well as part of a team.
- Ability to multi-task and adapt to changes in office procedures.
- Commitment to demonstrating conduct that inspires public confidence and trust in the Courts, preserves the integrity of the Court system, and reflects a commitment to serving the public.
- Compliance with the Code of Conduct for Employees of the Unified Judicial System of Pennsylvania and the Unified Judicial System of Pennsylvania Policy on Non-Discrimination and Equal Employment Opportunity.

Application Instructions:

To apply, visit [Lycoming County Careers](#) or scan the QR code below:

Please follow the website instructions and submit your resume and cover letter as requested.



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Company Description

County of Lycoming is a county in the U.S. Commonwealth of Pennsylvania and comprises the Williamsport Metropolitan Area. Lycoming is Pennsylvania's largest county by area and is a great place to live and work, offering outdoor adventures, history and culture, and sporting events. Providing quality customer service to our citizens, business owners and visitors is County of Lycoming's top priority and that starts with our employees.

We offer an award-winning comprehensive benefits package, including generous paid holidays and vacation, a deferred benefit retirement plan, deferred compensation retirement plan availability, affordable medical and dental coverage, innovative wellness programs, extensive professional development opportunities, and more.

County of Lycoming is an Equal Opportunity Employer

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