

# COUNTY OF LEBANON

## Job Announcement

Posting Date: November 28, 2018

<i>Position:</i>	<b>Customer Service Specialist</b>
<i>Department:</i>	<b>Domestic Relations Office Municipal Building, Room 207 400 S. 8<sup>th</sup> Street Lebanon, PA 17042</b>
<i>Available:</i>	<b>Immediately</b>
<i>Bargaining Unit:</i>	<b>None</b>
<i>Hours:</i>	<b>Monday – Friday, 8:00AM to 4:30PM, 37.5 hrs/wk</b>
<i>Pay Grade:</i>	<b>7 (Non-union pay chart)</b>
<i>Salary Range:</i>	<b>\$962.9132 Bi-weekly</b>

- **A County of Lebanon Application must be submitted for consideration**
  - *Resume is recommended, however, is optional unless otherwise stated below*
- **Applications will be accepted through Wednesday, December 12, 2018.**

### **BRIEF DESCRIPTION OF DUTIES AND QUALIFICATIONS:**

This is a responsible caseworker support position involved in the establishment, maintenance and enforcement of support orders. The CSS must follow the dictates of the Supreme Court Rules, State Statutes and Local Rules that govern family law. The CSS receives and fields questions of clients and attorneys at reception desk. Screens clients for filing petitions or enforcement issues and ensures a meeting with the correct officer. The CSS schedules appointments and hearings for the officers. Explains forms, proceedings, requirements and in general, the support process. This position is also responsible for receiving and receipting support payments from clients and maintaining a balanced cash drawer; and assists with tasks of the fiscal and clerical section as required.

### **MINIMUM EXPERIENCE AND TRAINING REQUIREMENTS:**

One-year certificate from college or technical school in one of the behavioral sciences, supplemented with 2 years of experience in a public or private human services agency or institution, including one which must have involved direct service through person to person contacts or any equivalent combination of experience and training. Must complete 2-week training course with PACSETI plus an in-house training program, and any other training required by PACSETI.

*An Equal Employment Opportunity Employer*

#### **COUNTY GOVERNMENT EMPLOYEES MAY CONTACT:**

Leeanne Shank  
Human Resources Assistant  
Room 200, Municipal Bldg  
400 S. 8<sup>th</sup> Street  
Lebanon, PA 17042  
[LShank@lebcnty.org](mailto:LShank@lebcnty.org)

#### **NON-COUNTY EMPLOYEES MAY CONTACT:**

[www.lebcounty.org](http://www.lebcounty.org) or:  
CareerLink  
Attn: Doan Barefield, Program Supervisor  
243 Schneider Dr.  
Lebanon, PA 17046  
Ph: 274-2554