

Oceana County

JOB DESCRIPTION

Bargaining Unit: General, Non-Union

FLSA: Non-Exempt

Job Title: Custody/Parenting Time Investigator

Salary Range: PALSS

Department: Friend of the Court

Hours: 40 hours/week
2,080 hours/year

General Summary:

Perm, Full time

Under the supervision of the Friend of the Court, monitors and enforces compliance with court orders primarily relating to custody & parenting time issues. Conducts pre-hearing interviews with clients and/or attorneys on parenting time violations. Attends sessions of the court relating to parenting time enforcement matters as a representative of the Friend of the Court. Responds to complaints regarding parenting time violations.

Essential Duties and Responsibilities:

These examples may not include all of the duties which the employee is expected to perform. Other duties may be added at the discretion of the department head. To perform this job successfully, an individual must be able to perform essential functions satisfactorily. Duties and responsibilities may be added, deleted, or otherwise modified at any time.

- Functions as the point of contact with the court for all high conflict cases regarding parenting time and custody.
- Serves as the liaison between the Friend of the Court and Mediation and Restorative Services and Child Protective Services.
- Coordinates the process of locating parent(s), including utilizing the parent locator service and conducting investigations.
- Conducts informal hearings with clients and/or attorneys to attempt to resolve disputes concerning compliance parenting time and custody court orders.
- Conducts conciliation conferences with parents to resolve issues of custody, parenting time, and child support.
- Assists in resolving custody disputes at the direction and discretion of the Friend of the Court.
- Serves as a representative of the Friend of the Court during court proceedings relating to parenting time and custody matters. Provides the court with history

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and related information, presents recommendations to the court on issues of parenting time and custody.

- Drafts court orders that reflect voluntary settlements, or the directives of the court that are a result of hearing.
- Educates Friend of the Court case members as to the parenting time enforcement process, Provides information as to the services provided by the office of the Friend of the Court as required by law, court rules, and/or other administrative policies and procedures.
- Responds to inquiries or complaints of parties, attorneys, or others involving parenting time violations. Conducts interview with concerned parties and determines appropriate follow-up action.
- Directly supervises and monitors the work product of the Enforcement Caseworkers who are to provide a variety of secretarial and clerical support functions.
- Perform the functions of the FOC director in his/her absence.

Other Functions:

- The custody/parenting time investigator shall also assist the court in performing such duties and functions, as from time to time deemed necessary and appropriate by the judges.
- This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

Knowledge, Skills, & Abilities:

- Proficiency in English grammar, spelling, punctuation, business writing such as letters, memoranda, reports, and forms.
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data. May include database, spreadsheet, and word processing software.
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Ability to maintain strict confidentiality of closed proceedings or other matters which may be highly sensitive and/or in which information is non-public record.
- Knowledge of court procedures and practices, including recordings, filing and retention systems. Ability to comprehend and apply statutes and court rules as needed.

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- Knowledge of mathematics to include addition, subtraction, multiplication, division and percentages.
- Ability to communicate orally with individuals, co-workers, and attorneys in order to obtain and provide information.
- Ability to read and comprehend documents, records and other correspondence filed with the court.
- Ability to accurately file documents and records as needed.
- Ability to work independent of others, adaptable and detail oriented, decisive and have a strong work ethic.

Preferred/Minimum Qualifications:

Education:

- Bachelor's Degree. Prefer coursework in areas of behavioral sciences, communications, legal studies and/or criminal justice.

Experience:

- Prefer one year of experience in a court setting with client contact and case management responsibilities. Prefer past experience in a Friend of the Court office providing domestic relations and/or support services.
- Prefer past experience working with computer systems such as MiCSES, JIS, LEIN, SOS or similar.

Physical and Mental Abilities Required for Performing Essential Job Functions:

- Requires physical movements and the ability to exert effort consistent with bending, lifting, and carrying. May be required to lift up to 20 lbs.
- Requires the ability to operate a variety of office equipment such as computer terminal, typewriter, telephone, fax machine, calculator/adding machine, computer printer and photocopier; sitting for prolonged periods of time.
- Requires the ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.
- Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.

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- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose.
- Requires the ability to provide guidance, assistance and/or interpretation to others, such as to employees, volunteers, and the public, on how to apply policies, procedures and standards to specific situations.
- Requires the ability to utilize a variety of advisory data and information such as reports, computer software operating manuals, procedures, guidelines and non-routine correspondence.
- Requires the ability to communicate orally and in writing.
- Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals; and may require the ability to utilize principles of fractions and/or interpret graphs.
- Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable or verifiable criteria, such as from citizen complaints.

Working Conditions:

- Works in a comfortable office and courtroom environment provided by the court/county.
- Maintains a reasonable and civil decorum in the day to day contact with fellow employees and the general public.
- May have exposure to difficult person(s) involving the establishment of child support orders.

Other Requirements (if applicable):

- Must pass a pre-employment criminal history background investigation.
- Must have a valid Michigan driver's license.