

CHILD SUPPORT DIRECTOR ANNOUNCEMENT AND COUNTY PROFILE



December 2025

CHILD SUPPORT DIRECTOR – CHIPPEWA COUNTY

Are you a proven leader who thrives at the intersection of **public service, strategy, and community impact?** Chippewa County is looking for an experienced and motivated **Child Support Director** to lead a high-performing team that directly supports families, children, and the broader community.

In this key leadership role, you'll provide **vision, direction and operational oversight** for Chippewa County's Child Support Agency—ensuring compliance with state and federal requirements, managing budgets and performance outcomes, developing staff and delivering responsive, high-quality public service. If you're ready to lead with purpose and make a meaningful difference every day, this role is for you.

Required Education & Experience

- Bachelor's degree in Criminal Justice, Business or Public Administration, Finance, Management, or a Human Services-related field
- Three (3) or more years of recent supervisory experience
- Experience with civil legal processes and knowledge of law enforcement principles

Preferred Qualifications

- Experience with budgeting and general accounting
- Knowledge of Wisconsin child support programs and systems

Applicants must be bondable, hold a valid driver's license, and be able to obtain Notary certification. Finalists must successfully complete FBI fingerprinting and a criminal background check.

Visit <https://www.governmentjobs.com/careers/chippewa/classspecs> to view the full position description and other job requirements.

Starting Wage: \$43.74 - \$49.71 per hour depending on qualifications plus an excellent fringe benefit package.
Maximum Wage: \$59.65 per hour

Benefits: Working for Chippewa County comes with more than just a competitive salary. Our benefits package is designed to support your health, financial wellness, and work-life balance. Here's what we offer:

- **Health Insurance** through AmeriBen (Anthem BluePreferred Network) with a high-deductible plan (\$3,000 Single / \$6,000 Family) and **low monthly premium**.
- **Near-Site Clinic** access at ReForMedicine with NO-cost office visits, physicals, labs, and more
- **FREE Physical Therapy Services** at Doctors of Physical Therapy (DPT)—no copays required
- **Wisconsin Retirement System (WRS) Pension**
- Dental, Vision, Life Insurance, Disability, Accident, and Critical Illness coverage
- Flexible Spending and Dependent Care Accounts
- **Generous Paid Time Off** – accrue 7.09 hours every two weeks

Learn more about Chippewa County's full benefits package:

<https://www.chippewacountywi.gov/197/Employee-Benefits>

TO APPLY: Applications will only be accepted through the online application process at <https://www.governmentjobs.com/careers/chippewa/>. Applications must be submitted electronically by **Wednesday, January 21, 2026 at 4:30 PM**. Application materials received after that date and time will not be considered. EOE.

Interviews will be conducted on Monday, January 26, 2026.

CHIPPEWA COUNTY CHILD SUPPORT DIRECTOR

I. POSITION DESCRIPTION

The job duties of the Child Support Director include but are not limited to provide leadership, direction and overall fiscal and administrative management to the Department, and to plan, direct, administer, organize, evaluate, and implement Child Support agency services in accordance with State and Federal laws that govern the administration of the program; and to provide responsive, courteous and efficient service to County residents and the general public.

DUTIES AND RESPONSIBILITIES

The job duties of the Child Support Director include but are not limited to provide leadership, direction and overall fiscal and administrative management to the Department, and to plan, direct, administer, organize, evaluate, and implement Child Support agency services in accordance with State and Federal laws that govern the administration of the program; and to provide responsive, courteous and efficient service to County residents and the general public.

DUTIES AND RESPONSIBILITIES

The duties described below are indicative of what the Child Support Director might be asked to perform. This job description is to incorporate any county ordinances created for the position of Child Support Director. This is not an exhaustive list of job responsibilities and therefore other duties may be assigned:

Administrative Functions:

- Oversees the administration of the Child Support Agency's day to day functions ensuring compliance with state contract, federal program requirements, and performance standards.
- Provides leadership, training, and directions to agency staff. Plan and facilitate staff meetings.
- Schedules and documents mandated training to ensure compliance with State contract and Federal requirements regarding service delivery, program security, and safeguarding IRS tax information.
- Provide directions to the department in response to changing legislation, family law, state policies, and procedures to ensure agency services are in compliance with both the legal and contract requirements of the child support program.
- Maintain current knowledge of and proficiency in the child support data system and multiple other data systems as required to perform agency service, supervisory, and program functions.
- Maintain current knowledge of laws, codes, acts, policies, and practices pertaining to Child support program. Monitor legislative proposals, bulletins, fact sheets, policies, and procedures that may affect department services, procedures, and/or funding.
- Develop strategic plans, long-range goals, and objectives to ensure the department is able to respond to changing program requirements, laws, and services.
- Develop, implement and maintain department policies and procedures.
- Review various child support system reports monitoring agency cases for program, policy, procedure, timeline, and performance compliance. Compile statistics and analyze data to forecast agency resource and staffing needs that ensure required performance and service standards are maintained.

- Plan, prepare and manage department budget. Identify additional funding sources and performance incentive opportunities when available to minimize county tax levy. Monitor revenue, expenditures, contracts, and services throughout the year. Review and approve invoices for payment. Select equipment for purchase or lease.
- Prepare and submit state financial reports, verifying entries with county general ledger and reports on the State's reporting system. Closeout agency records and compiles annual audit reports.
- Present agency status reports and annual budget to Legal and Law Enforcement Committee.
- Perform child support system supervisory functions including, but not limited to, case closure, case reassignment functions, case status changes, caseworker maintenance functions, lien and passport barring, and adjustment approvals.
- Assist with casework functions and/or caseload assignment as necessary.
- Prepare and submit annual cooperative agreement plans, biennial Civil Rights compliance planning, review and approve annual state contract.
- Monitors compliance with cooperative agreements, plans, contracts, and security requirements.
- Complete annual agency review audit conducted by the Department of Children and Families to ensure compliance with state and federal requirements. Submit selected files for annual data reliability audit and respond to findings. Prepare triennial on-site audit documents and assist Department of Children and Families representative with conducting, responding to findings, and completing audit.
- Address customer complaints, reviewing relevant statutes, regulations and procedures, explaining agency and/or worker actions as required following the Department of Children and Families Administrative Complaint procedure. Follow up with staff, Agency Attorney, Bureau of Child Support, Regional Coordinator, and/or County Administrator as required.
- Attend Legal and Law Enforcement meetings.
- Represent agency at community and/or State events. Serve on State and County committees or workgroups as appointed.
- Promote public awareness and understanding of the agency, its responsibilities, programs, and availability of services with community agencies, and professional organizations. Participate in Wisconsin Child Support Enforcement Association, National Child Support Engagement Association, Department of Children and Families / Bureau of Child Support meetings as budget permits and Administration approves. Participate in other program related trainings, committees, or workgroups as necessary to represent Chippewa County Child Support Agency interests.

Supervisory Functions:

- Provide leadership, direction, assign tasks, and review work of agency staff.
- Provide a safe and secure environment by implementing and following all countywide safety procedures; enforces related policies and procedures.
- Conduct staff performance evaluations, implement corrective action plans, disciplinary actions, and recommend discharge in accordance with Human Resource policy.
- Interview and select new department employees.
- Conduct new employee orientation.
- Review and approve payroll transfers. Approve time off and flex time requests.
- Oversee department staff development and training programs.
- Approve and schedule staff training.

Community Relations Functions:

- Attend professional training, seminars, regional meetings, and conferences relevant to the administration of the child support program.
- Represent agency at meetings and on committees working collectively with other agencies, county departments, and elected officials to meet objectives.

Customers:

- Clients
- Public
- Employers
- Finance Division
- WI Department of Children and Families
- Legal / Law Committee

Team Members:

- Child Support staff
- Department of Administration (DOA)
- Corporation Counsel
- Clerk of Courts
- Judicial Assistants
- Family and Circuit Court
- Department of Human Services
- Sheriff's Department
- Probation and Parole
- Department of Corrections
- Banks, title companies and salvage dealers
- Attorneys
- WI Department of Children and Families
- Intergovernmental contacts
- WI Child Support Enforcement Association (WCSEA)
- Other Child Support and Department of Human Services Agencies
- Workforce Resource, Family Resource Center and other program service agencies

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required at the time of hire or for the continuation of employment.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree from an accredited college or university in Criminal Justice, Business or Public Administration, Finance, Management or Human Services related field required.
- Minimum of three (3) years of recent supervisory experience required.
- Experience in civil legal process and knowledge of the principles and practices of law enforcement is required.
- Experience with budgeting and general accounting principles is preferred.
- Knowledge of Wisconsin child support program, systems and state reporting practices is preferred.
- Must be bondable.
- Notary or ability to obtain Notary certification required.
- A valid driver's license required.

PRE-EMPLOYMENT TESTING

- Successfully pass an FBI fingerprinting and criminal history background screening.

SKILLS AND ABILITIES

- Ability to maintain a professional demeanor when dealing with the public.
- Ability to perform detailed work accurately and independently.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to use Microsoft Office, with an emphasis on spreadsheets in Microsoft Excel.
- Ability to provide leadership and delegate subordinate activities.
- Ability to communicate effectively in writing and orally.
- Ability to plan and facilitate meetings.
- Ability to effectively communicate instructions and conduct training.
- Ability to conduct interviews and make final hiring decisions.
- Ability to prepare and conduct performance evaluations. Develop corrective action plan and/or make recommendations regarding unsatisfactory employee performance or conduct.
- Ability to adapt to change.
- Ability to assess, analyze, and establish agency priorities. Develop strategic plans and goals.
- Ability to approve vacation/sick time.
- Ability to recommend pay decisions.
- Ability to maintain staff personnel records.
- Ability to maintain confidentiality.
- Ability to comprehend and apply general accounting practices for financial reporting
- Ability to comprehend, retain and apply County, State, and Federal policies and legislation, i.e. local ordinances, procedure manuals, codes, etc.

EQUIPMENT KNOWLEDGE REQUIRED

- Ability to operate various types of equipment – standard office and computer equipment.
- Other equipment could be required.

LANGUAGE SKILLS

- Ability to communicate effectively with other members of the staff, supervisor, and the public.
- Ability to communicate in both written and verbal form.
- Ability to develop, interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations; MSDS sheets, safety manuals; and warning labels.

MATHEMATICAL SKILLS

- Ability to perform complex mathematical calculations.
- Ability to prepare and monitor complex details of agency budget.
- Ability to comprehend complex state financial records and reporting

REASONING ABILITY

- Ability to respond to complaints and grievances posed by the public.
- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintain self-control and adapt to stressful situations.
- Ability to use good judgment and effectively solve problems.

PHYSICAL AND WORK ENVIRONMENT

The physical and work environments described are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

Physical Environment:

- The duties of this job include physical activities such as stooping, kneeling, sitting, standing, reaching, walking, lifting and/or moving (up to 10 pounds), grasping, talking, hearing/listening, seeing/observing, and repetitive motions.
- Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus.

Work Environment:

- Works primarily in an office/courtroom setting.
- Must have ability to work a flexible schedule to accommodate meetings, training and agency representation.
- Requires travel to attend WCSEA, state, and workgroup meetings as well as outdoor travel to Chippewa County Jail to meet with incarcerated clients.

II. CHIPPEWA COUNTY GOVERNMENT

Chippewa County, founded in 1845, is a mostly rural community with an estimated population of 62,000. Chippewa County government operates under an administrative form of government and the County Administrator reports to the County Board. The County is regarded as fiscally responsible, stable and well-managed. The 21- member elected Board of Supervisors is the governing body of Chippewa County for policy decisions. The annual County general operating budget for 2025 was \$124,512,398 and for 2026 is \$126,837,443.

RELATIONSHIP TO THE COUNTY ADMINISTRATOR

The County Administrator is appointed by the County Board to carry out the Board's policies. The duties and powers of the County Administrator are to coordinate and direct all administrative and management functions of county government as provided for in Chapter 59.18 of Wisconsin State Statutes. The County Administrator provides supervision to all appointed Department Heads. The Child Support Director reports to the County Administrator.

CHILD SUPPORT DEPARTMENT

The Wisconsin Child Support Program helps parents get court orders for financial and medical support for their children. Services also include paternity establishment, enforcement and periodic reviews of support orders. Child Support also maintains accurate records of support collections and disbursements.

Child Support is part of the Division of Family and Economic Security (DFES) under the Wisconsin Department of Children and Families (DCF). Administration of program as defined under WIS. Stat 49.22 & Title IV-D of Federal Social Security Act.

CHILD SUPPORT MISSION:

The mission of the Chippewa County Child Support Agency is to provide fair and equitable services to ensure financial and medical support for families in a manner consistent with laws, policies and procedures established by the state of Wisconsin and Federal authorities.

To fulfill our mission this agency provides services that enforce parental responsibility to provide financial and medical support to their children through the administration of various programs, partnerships, and technology. We encourage collaboration as part of our agency environment and are continuously seeking improvement of program processes, procedures and performance.

III. MAJOR DEPARTMENT ACCOMPLISHMENTS AND INITIATIVES OVER THE LAST 5-10 YEARS:

- Child support agencies are required to meet federal standards for performance, and the Chippewa County Child Support Agency has consistently performed at a level that meets or exceeds these measures. We are proud to claim having received performance awards every year for the past 15 years!
- The agency has strived to create collaborative associations with Corporation Counsel, Clerk of Courts and Judicial staff to promote both consistency and efficiency.
- Successful conversion of case files for electronic storage.
- Agency focus on cross training and clearly defined procedure documentation.

IV. CHIPPEWA COUNTY COMMUNITY INTRODUCTION

Chippewa County offers excitement and adventure all year round.

The County has rich historical roots, offering museums, historic markers, and tours that include a glimpse of the past. Chippewa County is home to nationally known Mason Shoe, Jacob Leinenkugel Brewing Company, and Chippewa Springs Water and internationally known computer technology companies Cray Inc. and SGI. The

County is also home to nationally acclaimed music festivals, Northern Wisconsin State Fair, and other festivals and celebrations throughout the year.

The County has abundant natural resources for those who love the outdoors, including bike and ski trails, snowmobile and ATV trails, picturesque parks, acres of pristine forest lands, and fish-laden lakes and streams, camping, golfing and opportunities to view birds and other wildlife.

Chippewa County has 3 campgrounds and 4-day parks located on Long Lake, Otter Lake, the Holcombe Flowage, and Round Lake. Three of the county parks provide a relaxing camping experience, combined with opportunities for boating, fishing, swimming, hiking, picnicking, and other recreational activities. All of the county parks have boat launches, boat docks, swimming beaches and pavilions. Check them out at:

<https://reservations.chippewacountywi.gov/parks/>

Chippewa County is served by a network of US and State Highways USH 53 and STH 27, 40, 124, and 178 run north and south through the County. STH 29 and 64 run east and west. Many other county and town roads connect with these highways to link the cities, villages, and recreational areas in the County. Chippewa County is located approximately 100 miles east of Minneapolis MN, 200 miles northwest of Madison WI. The Chippewa Valley Regional Airport, northern Wisconsin's largest airport, is located on the southern edge of Chippewa County. It provides scheduled passenger and freight service. Chippewa County is also served by three railroads -- the Union Pacific (UP), Progressive Rail (PR), and the Canadian National (CN). The CN runs east and west, serving the communities of Boyd, Stanley, Cadott, and Chippewa Falls. The PR Railroad runs north and south, serving the communities of New Auburn and Bloomer, and parts of the Chippewa Falls area. The UP serves Chippewa Falls-Eau Claire Urban Area.

The Chippewa County school districts are known to provide a wonderful student to faculty ratios. There are eight (8) public and private school districts in the County. Chippewa County is home to the Chippewa Valley Technical College Chippewa Falls campus, which offers various technical and associate degree programs; and Lakeland College, which offers four-year non-traditional programs.

Chippewa County has a wealth of quality health care available. Residents have access to hospitals, clinics and pharmacies that provide services to suit everyone's needs. A variety of medical providers, dental providers, and alternative medicine such as chiropractic care can be found in the area. Working in partnership with Mayo Clinic Health Systems provides a wide range of medical specialties, and offers surrounding communities facilities located in Bloomer, Chippewa Falls, and Eau Claire. Marshfield Clinic is a medical institution with a long history of serving the health care needs of patients and provides specialty care to regional locations including Bloomer, Cadott, Chippewa Falls, Cornell, Eau Claire and Lake Hallie. Chippewa County has several facilities including Lady of Victory Medical Center and Bloomer Medical Center as well as Oakleaf Surgical Hospital, Marshfield Medical Center, and Mayo Clinic Health Systems Hospital (a Level II trauma center) in nearby Eau Claire.

