

Posted 01/22/2026



GRANT COUNTY
— HUMAN RESOURCES —

Administrative Assistant II

Child Support Agency

Grant County Child Support Agency is recruiting for an Administrative Assistant II. This position assists with case/financial management and provides customer service regarding child support matters and program information.

Benefit Position: 80 hours bi-weekly; Monday - Friday, 8 a.m. to 4:30 p.m.

Start Rate: \$24.08

Minimum Qualifications

Education:

1. Associate's degree with an emphasis on business skills, secretarial science or accounting
2. Computer hardware and software training required

Experience:

1. Minimum of two years' experience in providing bookkeeping and office support
2. Experience using Microsoft Word, Excel, and database management

Note: Equivalent combinations of job-related education and experience may be considered

How to Apply: A Grant County Employment Application and job description may be obtained at www.co.grant.wi.gov (under employment opportunities) or by contacting the Human Resources Department at (608)723-2540. **Application, resume, and letter of interest should be submitted by 4 p.m. on Wednesday, February 11, 2026 to:**

Grant County Human Resources
111 S. Jefferson St. - PO Box 529
Lancaster, WI 53813

This is an Affirmative Action/Equal Employment Opportunity employer (AA/EEO). All qualified applicants are encouraged to apply including minorities, veterans, women, and persons with work related limitations.

GRANT COUNTY JOB DESCRIPTION

TITLE: Administrative Assistant II

DEPARTMENT/AGENCY: Child Support Agency

IMMEDIATE SUPERVISOR: Child Support Administrator

PAY RANGE: Grant County; Grade F

FLSA: Non-exempt

NATURE OF WORK

This position assists with case/financial management and provides customer service regarding child support matters and program information.

MINIMUM QUALIFICATIONS

Education:

1. Associate's degree with an emphasis on business skills, secretarial science or accounting
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Experience:

1. Minimum of two years' experience in providing bookkeeping and office support
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Knowledge, Skills and Abilities:

1. Knowledge of office methods, practices and procedures
2. Knowledge in databases and relevant software including Microsoft Word and Excel
3. Ability to understand double-entry bookkeeping
4. Ability to work independently and with little supervision
5. Ability to perform financial account audits and mathematical computations
6. Knowledge of legal terminology and legal documents
7. Skill in organization and prioritization
8. Ability to maintain confidentiality
9. Ability to work effectively and harmoniously with the public, staff, attorneys, court officials, law enforcement and other governmental/contracted service agencies in a clear, concise, and tactful manner

ESSENTIAL FUNCTIONS

Under general direction from Administrator, Investigators or Child Support Specialists:

1. Provide a complexity of customer service including the scheduling and/or rescheduling of appointments and the entry of scheduled court hearings. All customer contacts to be documented in the KIDS system.

2. Provide financial record integrity by performing financial case audits using KIDSTAR and excel spreadsheets when necessary to reconcile case accounts with the KIDS financial system and perform documented adjustments as needed for accuracy
3. Perform adjustments allocating and distributing suspended child support payments to proper accounts for Grant County and contracted service agencies in accordance with state policy and federal hierarchy
4. Receive and record court ordered payments for forwarding to WI SCTF
5. Create electronic case management records for NIVD cases and court ordered financial management records in all cases, adding, updating and maintaining those records with all reported or located changes daily and those changes reported per Wisconsin Statutes as they occur. Solicit necessary and relevant information from customers and other relevant sources as necessary in NIVD cases.
6. Prepare and process employer notifications for income withholding, unemployment compensation withholding or workers compensation withholding in accordance with Wisconsin Statutes and initiate early intervention if non-compliance
7. Provide technical expertise to contracted service agencies as needed
8. Schedule and reschedule meetings, appointments, court hearings and genetic testing
9. Coordinate with other departments, cooperative agencies and contracted service agencies good working relationships and provide technical expertise per contract provisions or as needed
10. Attend state and local training sessions as required per state/county contract and IRS safeguards
11. Process monthly reports assigned by Administrator for reviewing performance
12. Monitor CCAP filings for Divorce/Separation and ongoing status until closure documenting stages in KIDS
13. Compose freeform letters and legal documents as needed from both direct and indirect instruction
14. Prepare agency vouchers for payment, agency revenue for depositing, monthly SPARC reporting for county expenditure reimbursement and assist in annual reporting and budgeting process
15. Perform general office clerical tasks
16. Perform such other duties as may be assigned

SUPERVISION RECEIVED

General and specific assignments are received and work is performed according to prescribed methods and procedures

SUPERVISION EXERCISED

None

ENVIRONMENTAL FACTORS

Works in a general office setting with extensive computer work

CLOSING STATEMENT

This description has been prepared to assist in evaluating duties, responsibilities and skills of this position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the supervisor has the right to assign, direct, and modify duties and responsibilities.