Agency Profile:

Attorney General of Texas – Child Support Division – Employer Services

The Office of the Attorney General is the official child support enforcement agency for the State of Texas. The mission of the Child Support Division is to assist parents in applying for financial support necessary for children to grow up and succeed in life. The Attorney General establishes paternity for children, establishes court orders for financial and medical support, and enforces support orders. The Attorney General promotes the emotional involvement of both parents in the life of the child by working with community groups, schools and hospitals.

The Child Support Division’s Employer Services section was created as part of the OAG’s Employer Initiative to collaborate with the employer community in order to provide project planning, implementation, outreach, education and training services. The primary objective for Employer Services is to increase employer compliance, promote electronic processes, improve communications, enhance customer service, and conduct effective outreach to the employer community. The Employer Services (ES) section is comprised of two distinct groups: Contract Implementation and Analysis (CIA) and Employer Outreach and Education (EO).

- The Contract Implementation and Analysis (CIA) team is utilized for design and development of business concepts, project planning, analysis, and contract implementation, which may or may not be related to employers, and
- The Employer Education and Outreach team is utilized for customer service, outreach, education, training and troubleshooting exceptions with employer-related data.

Internship Responsibilities:

The Office of the Attorney General, Child Support Division, Employer Services section is seeking an intern to assist the team in duties that include, but are not limited to:

- Developing a business concept for an employer profile database
- Developing templates for Employer Services business processes, process flows, and procedures
- May Assist with researching for various projects and tasks
- Using Google and other news alerts to monitor for significant employer service-related information
- Experience with MS Office (Word, Excel, Visio, Project), Natural programming language and portal and Web applications preferred
The internship hours are from 8 am-5pm, Monday thru Friday at a prearranged time each week. Employer Services is located at 5500 East Oltorf in the Office of the Attorney General Child Support Building.

**Qualifications:**
A major or minor in one of the following majors: the Criminal Justice, Public Administration, or Social Service. Preference is a junior/senior level undergraduate or higher.

An intern must be able to provide their own transportation to work location. The intern must be available a work a set 15-20 hours a week for the length of the entire semester. The office environment requires that the intern dress in casual business attire, with ability to work with staff from various backgrounds and work experience.

**Pay Rate:** Non-pay. Available for academic credit

**Dates Needed:** Fall, Spring and Summer Semesters