



CHILD SUPPORT SPECIALIST I/II

DEFINITION

Under general supervision or direction, performs a wide variety of child support duties consisting of maintaining a caseload, and locating and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations and enforcing child support laws; arranges for support payments when possible; prepares cases for court hearings as necessary; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from an assigned Child Support Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Child Support Specialist I: This is the entry/trainee-level classification in the Child Support Specialist class series. Employees in this class receive in-service training, and are given detailed instructions in the performance of duties related to child support laws, regulations, and a broad range of child support casework activities. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised.

Child Support Specialist II: This is the fully qualified journey-level classification in the Child Support Specialist class series. Employees at this level are expected to perform a broad range of child support casework from intake to establishment, enforcement, and case closure. Within legal requirements and departmental policies and procedures, incumbents operate with considerable independence and must exercise discretion and judgment in evaluating cases and determining the level of support and the methods of enforcement.

Child Support Specialist II is distinguished from the Child Support Specialist III in that the latter is the advanced journey/lead-level classification and incumbents act as a lead worker or exercise detailed subject knowledge of a specific program area or specialized department system.

Positions in the Child Support Specialist class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Manages a general caseload consisting of child support legal actions and the establishment, enforcement, and collection of child support payment obligations based on established guidelines.
- Coordinates appointments for personal interviews with custodial and non-custodial parents, employers, and attorneys.
- Develops and analyzes information for the establishment of paternity.
- Uses a variety of methods, systems, and procedures for locating information on custodial and non-custodial parents' assets, income, and liabilities.

- Coordinates and/or conducts genetic tests.
- Evaluates income and expense data of custodial and non-custodial parents to determine and recommend child support payment obligations based on established guidelines.
- Responds to general inquiries and explains general child support laws, court orders, rules, regulations, and policies to the public and staff.
- Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.
- Prepares and processes legal documents necessary for the establishment, collection, and enforcement of child support obligations.
- Documents and updates customer information, contact information, case actions/history logs, and records using a state-wide automated system.
- Provides case status information, explains the complaint resolution process, and answers case specific questions for all involved parties ensuring the verbiage used cannot be interpreted as legal advice.
- Applies federal, state, and local codes, procedures, and rules in establishing and processing child support cases.
- Performs related duties as assigned.

QUALIFICATIONS

Some knowledge and abilities may be gained by positions at the entry (I) level while in a learning capacity.

Knowledge of:

- Sources, methods, and techniques used to locate non-custodial parents, relatives, and related persons, assets, income, and liabilities.
- Techniques and methods for establishing paternity.
- Child support specific collection methods and techniques.
- Applicable civil and criminal law, and federal and California laws and regulations pertaining to the establishment and enforcement of child support obligations.
- Legal terminology used when explaining legal procedures to customers or the public.
- Basic mathematics and business arithmetic, including addition, subtraction, multiplication, division, fractions, percentages, and decimals.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Understand and explain child support procedures, regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds.
- Use effective interviewing techniques to interview a wide variety of people, over the telephone and in person.
- Apply specialized federal child support laws and procedures as they apply to intergovernmental and international cases.

- Use patience, tact, and courtesy in firmly dealing with people who may be uncooperative, unreasonable, angry, upset, or hostile.
- Collect DNA samples to establish paternity.
- Understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations.
- Compile multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation.
- Exercise initiative within the limits of assigned duties.
- Maintain the confidentiality of sensitive or personal information.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Child Support Specialist I:

Two (2) years of full-time clerical experience which included interaction with the public;

OR

One (1) year of full-time experience performing debt collections duties which included interviewing others for the purpose of collecting information;

OR

Completion of 60 semester or 90 quarter units of college.

Child Support Specialist II:

One (1) year of full-time experience performing duties equivalent to the County's class of Child Support Specialist I.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

As required by Internal Revenue Service Publication 1075, individuals in positions that have access to Federal Tax Information (FTI), will be subject to a background investigation and a criminal history check. In addition, individuals hired into positions that have access to FTI will be re-investigated at least once every ten (10) years.