



MARCH 2020
FLSA: NON-EXEMPT
Bargaining Unit: SU
JCN: 7705

CHILD SUPPORT SUPERVISOR

CLASSIFICATION CHILD SUPPORT SUPERVISOR

DEFINITION

Under ~~limited supervision, the Child Support Supervisor~~general direction, plans, supervises, organizes, coordinates, reviews, and directs a unit of Child Support Specialists and related staff; works with higher level staff to determine staff development needs; and performs related workduties as ~~required~~assigned.

~~Positions in this class differ from those in the class of Child Support Specialist III in that their primary assignment is the supervision of staff. Positions in this class may also carry a limited caseload.~~

TYPICAL DUTIES

- ~~Plans, prioritizes, and delegates cases and projects to a team of Child Support Specialists and support staff.~~
- ~~Reviews the quantity and quality of work performed by assigned staff on a day to day basis.~~
- ~~Researches, develops, and conducts group and/or one on one training for new and existing staff.~~
- ~~Coaches/Counsels employees on work performance issues.~~
- ~~Monitors and reviews casework of line staff.~~
- ~~Evaluates employee performance and effectively recommends measures to correct performance deficiencies.~~

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management personnel. Exercises supervision over subordinate professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is the full supervisory-level classification in the Child Support Specialist class series responsible for planning, organizing, supervising, reviewing, and evaluating the work of Child Support Specialists and administrative support staff. Incumbents are responsible for performing the full range of duties of the Child Support Specialist class series, including but not limited to carrying a limited caseload. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

This class is distinguished from the Child Support Specialist III in that the latter is a working lead-level classification.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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- Plans, organizes, assigns, supervises, and reviews the work of assigned staff responsible for providing child support services.
- Supervises the work of staff; selects, trains, motivates, and directs personnel; evaluates and reviews work for acceptability and conformance with department standards; prepares and delivers performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns; works with department management and staff to build and maintain a high performing team environment.
- Participates with other supervisors and higher-level staff in determining staff development needs and identifying ways to meet such needs.
- Analyzes and evaluates the more complex and sensitive child support cases.
- Prepares or assists legal staff in preparing cases for civil or criminal prosecution.
- Picks up cases at any stage in the case process to assist ~~coworkers~~co-workers in their caseload or cover for ~~coworkers~~co-workers as necessary.
 - ~~Participates in hiring interviews and makes recommendations on the selection of new employees.~~
- Works closely with staff assigned to mentor inexperienced staff; by coordinating and reviewing their training and development activities and needs.
 - ~~Promotes harmony, good morale, and cooperative work relations.~~
- May perform State mandated functions; including, but not limited to: ombudsman, customer and community outreach, quality assurance and program improvement, training, Fair Hearing Officer, and/or media relations.
- Performs related duties as assigned.

QUALIFICATIONSEMPLOYMENT STANDARDS

Knowledge of:

- ~~Basic supervisory principles~~Principles and practices-
- Civil of employee supervision, including work planning, assignment review and ~~criminal law~~evaluation, discipline, and ~~Federal and California laws and regulations pertaining to the establishment and enforcement of child support obligations~~the training of staff in work procedures.
- ~~Basic and effective~~Principles and practices of leadership.
- Advanced investigative principles, and research; techniques; and procedures to obtain information for child support cases.
- Child support specific collection methods and techniques.
- Sources, methods, and techniques used to locate non-custodial parents, relatives, and related persons, assets, income, and liabilities.
- Applicable civil and criminal law, and federal, state laws and regulations pertaining to the establishment and enforcement of child support obligations.
- Techniques and methods for establishing paternity.
- ~~Child Support specific collection methods and techniques.~~
- Legal terminology used when explaining legal procedures to customers or the public.
- When and how to prepare and process a variety of child support related legal documents in a clear and concise manner.
- 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.

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- 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:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, organize, and prioritize the work of others in order to meet critical deadlines on multiple tasks.
 - ~~Assist and train newly assigned staff.~~
- Apply specialized ~~Federal~~federal child support laws and procedures as they apply to intergovernmental and international cases.
- Use effective interviewing techniques to interview a wide variety of people, over the telephone and in person.
- Use patience, tact, and courtesy in firmly dealing with people who may be uncooperative, unreasonable, angry, upset, or hostile.
- Explain child support procedures, regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds.
- Use sound, independent judgment to analyze factual information, situations, and people.
- 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.
 - ~~Effectively use computer and other resources to prepare and manage cases.~~
- Maintain the confidentiality of sensitive or personal information.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- 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 ~~rapport and~~, maintain, and foster positive and effective working relationships with coworkers, courts, attorneys, other agencies, and the public; those contacted in the course of work.

MINIMUM QUALIFICATIONS (Education and/or Experience):

One (1) year of full-time experience performing duties ~~of a equivalent to the County's class of~~ Child Support Specialist III ~~in a state or local government agency;~~

OR

~~Two (2)~~

Three (3) years of full-time experience performing duties of a equivalent to the County's class of Child Support Specialist II.

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 state 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 local government agency 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.

DRIVER LICENSE REQUIREMENT

~~Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case by case basis by the appointing authority.~~

History

~~Established: 6/7/02~~

~~Revised: 7/1/03~~

~~Revised: 4/1/14~~**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.