



ASSISTANT DIRECTOR OF CHILD SUPPORT SERVICES

DEFINITION

Under administrative direction, assists the Director of Child Support Services in planning, directing, organizing, and coordinating the programs and activities of the Department of Child Support Services; acts on behalf of the Director of Child Support Services during absences; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Child Support Services. Exercises direct supervision over management, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is an assistant department director classification that manages and directs the day-to-day activities of the department, and assists in the administration and operation of the Department of Child Support Services. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This position does not provide supervision over attorneys.

This class is distinguished from the Director of Child Support Services in that the latter is a department head with responsibility for overall policy development, program planning, fiscal management, and operation of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Assists the Director of Child Support Services in developing and implementing goals, objectives, policies, procedures, activities, and programs for the Department of Child Support Services; prepares and administers program budgets.
- Plans, directs, coordinates, and reviews the work plan for subordinate staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
- Reviews and analyzes legislation, regulations, and directives to determine their impact on program goals and objectives, program administration, and the community; ensures that assigned programs operate in compliance with County, state, and federal rules and regulations.
- Recommends the appointment of personnel; provides or coordinates staff training; conducts performance evaluations; implements discipline procedures as requested; maintains discipline and high standards necessary for the efficient and professional operation of the department.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
- Prepares resolutions for the Board of Supervisors' consideration; represents the department before the Board of Supervisors, governmental agencies, and community groups.
- Works collaboratively with other County departments, community agencies, and other public and private jurisdictions in order to develop cooperative and effective working relationships.
- Oversees the department in the absence of the Director of Child Support Services.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and supervision of staff.
- Advanced operations, services, and activities of a comprehensive child support services department.
- Applicable federal, state, and local level, including the establishment, modification, and enforcement of child support orders.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and practices of budget development and administration.
- Principles and practices of contract administration.
- 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:

- Provide administrative, management oversight of the day-to-day operations, and professional leadership for the Department of Child Support Services.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Plan, organize, and implement multi-faceted programs and activities; identify and recommend alternative or enhanced programs.
- Review and investigate complaints; evaluate complaints to determine the proper course of action and/or referral for satisfactory resolution.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Understand, interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Research and analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare clear and concise reports, correspondence, and other written material.
- Exercise sound independent judgment within general policy guidelines.
- 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:

A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in business or public administration, psychology, sociology, social services, or a closely related field;

AND

Four (4) years of advanced experience in child support services at the state or county level, including at least three (3) years of supervisory and/or management level experience over child support services staff and functions.

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 facilities and meeting sites; vision to read printed materials 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 the frequency prescribed in Publication 1075.