



CHILD SUPPORT SPECIALIST III

DEFINITION

Under general direction, performs a wide variety of difficult and complex child support duties involving sensitive cases; performs special assignments; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned Child Support Supervisor. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced/lead-level classification in the Child Support Specialist class series. Incumbents act as a lead worker to a group of child support staff, and/or exercise detailed subject matter knowledge of a specific program area or specialized system inherent to the operations of the department.

This class is distinguished from the Child Support Specialist II by the assignment of complex, sensitive, or confidential cases requiring advanced technical skills. Incumbents may act in a lead capacity, may provide training to lower-level Child Support Specialists, and may participate in special projects such as audits and/or quality control reviews.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides lead direction and training to child support staff; organizes and assigns work; sets priorities and follows up to ensure coordination and completion of assigned work; instructs staff in work procedures and performs quality control audits.
- Performs complex and highly responsible child support case work; analyzes and evaluates the more difficult and sensitive cases.
- Coordinates appointments for personal interviews with custodial and non-custodial parents, employers, and attorneys.
- Coordinates and/or conducts genetic tests when needed; develops and analyzes information for the establishment of paternity.
- Uses a variety of methods and procedures for locating absent parents.
- Evaluates income and expense data of custodial and non-custodial parents to determine and recommend child support payment obligations based on established guidelines.
- Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.
- Assists or acts as a primary resource to Child Support Attorneys.
- Attends court hearings to obtain payments and to testify to financial or case matters.
- Prepares and processes legal documents necessary for the establishment and enforcement of child support obligations.
- Uses a variety of methods, systems, and procedures for locating absent parents, including contacting other agencies, utilizing databases, and web-based searches.
- May perform state mandated functions, including but not limited to: ombudsperson, customer and community outreach, quality assurance and program improvement, training, Fair Hearing Officer, and/or media relations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and practices of leadership.
- Applicable civil and criminal law, and federal and California laws and regulations pertaining to the establishment and enforcement of child support obligations.
- Advanced effective investigative principles, and research techniques and procedures to obtain information for child support cases.
- 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.
- 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.
- 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:

- Plan, organize, and coordinate the work of lower-level staff.
- Effectively provide staff leadership and work direction.
- Train staff in work procedures.
- Apply specialized federal child support laws and procedures as they apply to intergovernmental and international cases.
- 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.
- Use patience, tact, and courtesy in firmly dealing with people who may be uncooperative, unreasonable, angry, upset, or hostile.
- 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:

One (1) year of full-time experience performing duties 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 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 the frequency prescribed in Publication 1075.