



### CHILD SUPPORT SPECIALIST III

#### **CLASSIFICATION**

##### **DEFINITION**

Under ~~limited supervision, the Child Support Specialist III~~ general direction, performs a wide variety of difficult and complex child support duties involving ~~the more difficult and/or~~ sensitive cases; performs special assignments; ~~maintains a caseload;~~ and performs related work duties as ~~required~~ assigned.

~~The Child Support Specialist III~~

##### **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 ~~journey/lead~~-level classification in the Child Support Specialist class series. Incumbents act as ~~the~~ 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.

##### **Positions in this**

This class differs distinguished from ~~those in the class of~~ 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 DUTIES/JOB FUNCTIONS (Illustrative Only)**

Duties may include, but are not limited to, the following:

##### **Analyzes**

- 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.
  - ~~Develops and analyzes information for the establishment of paternity.~~
- 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 ~~Attorney~~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.
  - ~~Provides guidance to Child Support Specialists as a technical expert.~~
  - ~~Assigns and coordinates work performed by lower level Child Support Specialists.~~
  - ~~Reviews lower level cases for quality control, audit, and/or training purposes.~~
  - ~~Researches, develops, and conducts group and/or one-on-one training for new and existing staff.~~
  - ~~Acts as the supervisor for administrative purposes in the supervisor's absence.~~
- 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~~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~~EMPLOYMENT STANDARDS~~

### Knowledge of:

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- Principles of providing functional direction and training.
- Principles and practices of leadership.
- Applicable civil and criminal law, and ~~Federal~~federal and California laws and regulations pertaining to the establishment and enforcement of child support obligations.
- ~~Effective~~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~~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~~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.
  - ~~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.
  - ~~Organize work and set priorities in order to meet critical deadlines with minimal direction.~~
- Exercise initiative within the limits of assigned duties.
  - ~~Be flexible and supportive of change.~~
- ~~Assist and train newly assigned staff.~~
  - ~~Plan, organize, and prioritize the work of others in order to meet critical deadlines on multiple tasks.~~
- Maintain the confidentiality of sensitive or personal information.
- ~~Promote harmony, good morale, establish rapport~~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 ~~coworkers, courts, attorneys, other agencies, and the public~~ those contacted in the course of work.
  - ~~Effectively use computer and other resources to prepare and manage cases.~~

**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 II ~~in a state or local government agency.~~

**SPECIAL REQUIREMENT**

~~Some positions may require possession of special language proficiency as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.~~

### **DRIVER LICENSE REQUIREMENT**

~~Some positions in this classification may require possession of~~  
**Licenses and Certifications:**

- ~~➤ Possession of, or ability to obtain and maintain, a valid California driver's license. Employees who drive on County business to carry out job related duties must possess 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 valid California driver's license for the class of computer, and to operate a motor vehicle driven and meet automobile insurability requirements of the to visit various County. Eligibility for employment for those who do not meet this requirement due to disability 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 reviewedmade 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 the appointing authorityInternal 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.~~

### **History**

Established: 6/7/02

Revised: 7/1/03

Revised: 4/1/14