



CHILD SUPPORT INVESTIGATOR I/II

DEFINITION

Under general supervision or direction, performs a wide variety of child support investigative duties in establishing paternity, enforcing judgments, and making collections on delinquent accounts; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Child Support Investigator I: This is the entry/trainee classification in the Child Support Investigator class series. Employees in this class receive in-service training, and are given detailed instructions in the performance of duties related to conducting interviews and assisting with child support investigations. 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 Investigator class series. Incumbents in this class are expected to use independent judgment in conducting interviews and assisting with child support investigations.

Positions in the Child Support Investigator 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)

- Participates in and conducts investigations to locate absent parents and to secure and verify information or evidence.
- Interviews aid recipients and custodial parents in attempting to develop information that will assist with locating absent parents.
- Reviews case files to establish who or what information needs to be located.
- Uses a variety of resources in development of information.
- Contacts employers, credit agencies, and other parties to secure and verify information.
- Analyzes information and determines additional information requirements.
- Performs follow-up work required to complete cases.
- Receives referrals and investigation requests from Child Support staff.
- Prepares and types correspondence related to investigations.
- Provides support for legal staff during formal legal procedures.
- Prepares a variety of reports and records.
- 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:

- Child support laws, rules, and regulations.
- Basic knowledge of rules of evidence and search and seizure requirements.
- Legal terminology, forms, and procedures as they relate to debt collection and enforcement.
- Basic interviewing techniques.
- Account and fiscal recordkeeping methods and procedures.
- Principles of identification, preservation, and presentation of evidence.
- 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 apply generally accepted child support investigative techniques.
- Research and extract factual information.
- Elicit information from hostile and/or uncooperative individuals.
- Analyze situations and factual information and take effective action.
- Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.
- Perform basic arithmetic calculations.
- Prepare complete and concise oral and written reports.
- Present evidence as a witness in judicial proceedings.
- Exercise tact, diplomacy, and flexibility.
- Operate computer equipment.
- Work with computer databases and programs common to child support investigative activities.
- Operate a variety of photographic and recording equipment.
- 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.

Child Support Investigator I:

One (1) year of full-time general investigative experience in a law enforcement agency;

OR

One (1) year of full-time experience in the collection of past due debts which required direct contact with concerned parties and the use of debt collection techniques on a regular basis;

OR

One (1) year of full-time experience in a clerical or technical capacity in a state or local government child support program, which experience involved on a regular basis both direct client contact and the preparation of legal forms.

Child Support Investigator II:

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

OR

Two (2) years of full-time experience in the collection of past due debts which required direct contact with concerned parties and the use of debt collection techniques on a regular basis;

OR

Two (2) years of full-time experience in a clerical or technical capacity in a state or local government child support program, which experience involved on a regular basis both direct client contact and the preparation of legal forms.

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.