



CHILD SUPPORT SUPERVISOR

DEFINITION

Under 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 duties as assigned.

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)

- 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 co-workers in their caseload or cover for co-workers as necessary.
- Works closely with staff assigned to mentor inexperienced staff by coordinating and reviewing their training and development activities and needs.
- 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 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.
- 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.
- 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:

- 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.
- Apply specialized 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.
- 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, 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 III;

OR

Three (3) years 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.