



APRIL 2018  
FLSA: EXEMPT  
Bargaining Unit: UD  
JCN: 1262

## **DIRECTOR OF CHILD SUPPORT SERVICES**

### **DEFINITION**

Plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Child Support Services Department, including establishing, processing, and enforcing child support obligations; coordinates assigned activities with other County departments, officials, outside agencies, and the public; fosters cooperative working relationships among County departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Chief Administrative Officer, County departments, and Board of Supervisors in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Chief Administrative Officer. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is an at-will department head position appointed by the Board of Supervisors and, pursuant to County Charter, is evaluated by the Chief Administrative Officer for submittal to the Board of Supervisors. Under a delegation of authority from the Board of Supervisors, this class has the overall responsibility for coordination, direction, and administration of the Child Support Services Department. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected Board of Supervisors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies, and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the County's Child Support Department goals and objectives within general policy guidelines.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for County child support programs; establishes, within County policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs assigned staff; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and 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.
- Works closely with the Board of Supervisors, Chief Administrative Officer, related County departments, and key officials of local, regional, state, and federal agencies in developing and implementing programs related to child support.

- Confers with the California Department of Child Support Services regarding annual budget, child support computer applications, policies, and legislation.
- Identifies, analyzes, and implements state and federal laws, regulations, and guidelines for the establishment, enforcement, and collection of child support and welfare reimbursement; reviews legislation and ensures proper implementation
- Directs the development of management systems, procedures, and standards for program evaluation; monitors developments relating to child support, evaluates their impact on County operations, and implements change.
- Reviews and evaluates the effectiveness of programs and services and determines priorities.
- Represents the County and department with Merit System Services; analyzes and implements Local Agency Personnel Standards.
- Confers with staff on specific cases and on major programs; interprets policies and ensures their consistent application; consults with and assists child support attorneys in the development of department legal policies and use of legal remedies.
- Represents the department and County at public meetings; makes or directs presentations and implements programs to provide community education and involvement.
- Prepares or directs the preparation of a variety of periodic and special reports related to departmental action; directs the preparation and submission of mandated financial, statistical, and operational reports.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and supervision of staff.
- Principles, practices, and techniques of child support administration, including investigation, interviewing, and establishing paternity and support obligations.
- Public agency budget development, contract administration, Countywide administrative practices, and general principles related to the functions of the assigned area.
- Advanced child support principles and practices and procedures of the local courts.
- Principles and practices of program management, including development, planning, monitoring, evaluation, and administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to child support services.
- Social, political, and economic issues influencing program 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:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.

- Provide administrative and professional leadership and direction for the department and the County.
- 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.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, technical, and administrative support staff; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- 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:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

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 related field, and seven (7) years of increasingly responsible child support experience in a public agency, including three (3) of management responsibility.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment 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; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. 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 members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

May be required to attend meetings outside of regular working hours.